

---

**From:** IACAList <iacalist-bounces+angelica.ecdao=sheriff. > on  
behalf of Bertuccelli, Mary - B1153 via IACAList <  
**Sent:** Wednesday, February 28, 2018 3:12 PM  
**To:**  
**Subject:** [IACA] ZETX 40 hour Criminal Investigations Using Cellular Technology - Basic Course  
July 9 - 13, 2018  
**Attachments:** Scottsdale,+AZ+40+Hr+Course+July+9-13,+2018.pdf; ATT00001.txt

**Good Afternoon IACA Members,**

Please join us for 40 hours of training in Criminal Investigations Using Cellular Technology taught by Sy Ray of [ZETX](#). This training is for both sworn officers/detectives and analysts so please feel free to forward to your investigative units.

**Date:** July 9 – 13, 2018

**Time:** 0800 – 1700 daily except Friday will end at about 1400 hours

**Location:** Scottsdale Police Department – 9065 E. Via Linda, Scottsdale, AZ 85258.

**Cost:** \$700

**How to register:** [Click here!](#) Or call 480-378-6823

**Details:** Please see the attachment for more details.

**Hope to see you here in July.**

Mary K. Bertuccelli  
Crime Analysis Unit Supervisor  
Scottsdale Police Department

**From:** APCO PSConnect <DoNotReply@ConnectedCommunity.org>  
**Sent:** Saturday, October 20, 2018 10:03 PM  
**To:** Oberdorfer, Adam  
**Subject:** APCO Open Forum Digest for Saturday October 20, 2018



## APCO Open Forum

[Post New Message](#)

Oct 20, 2018

started 2 days ago, [Angee Bunk](#) (1 reply)

### Cameras in the Com Room



1. [How many and what type? We have one camera that...](#) James Eggeman

started 3 days ago, [Megan Ramsay](#) (6 replies)

### Cell Ping resources



2. [ZETX provides a free phone lookup tool for Law...](#) Jason Barrett

[top](#)

[next](#)

1. [Re: Cameras in the Com Room](#)

[Reply to  
Group](#)

[Reply to  
Sender](#)



Oct 20, 2018 12:37 PM

[James Eggeman](#)

How many and what type? We have one camera that covers the entire room, no audio just recording. As for the type, I have no clue but can reach out to I.T. if you need to know.

- How were they received by your employees? People forget it is there, I forget it is there.
- Do you have contract language around that topic? No.

Jim Eggeman  
Communications Supervisor  
Mansfield Division of Police  
Public Safety Communications Center

[Reply to Group via Email](#) [Forward](#) [Reply to Sender via Email](#) [View Thread](#) [Recommend](#) [Flag as Inappropriate](#)

-----Original Message-----

Do you have cameras in your com room? If so, I have a few questions and would love to speak to you.

- How many and what type?
- How were they received by your employees?
- Do you have contract language around that topic?

You can contact me at [angeeb@valleycom.org](mailto:angeeb@valleycom.org) or 253.372.1454

Thank you!

-----  
Angee Bunk  
Operations Manager, RPL

[top](#)

[previous](#)

2. [Re: Cell Ping resources](#)

[Reply to Group](#)

[Reply to Sender](#)



Oct 20, 2018 9:07 AM

[Jason Barrett](#)

ZETX provides a free phone lookup tool for Law Enforcement personnel. We use it quite often.

[ZETX - Advancing Justice](#)

ZETX



ZETX - Advancing Justice

Advancing Justice

[View this on ZETX >](#)

**Jason M. Barrett**

-----  
Jason Barrett

[Reply to Group via Email](#) [Forward](#) [Reply to Sender via Email](#) [View Thread](#) [Recommend](#) [Flag as Inappropriate](#)

-----  
Original Message:

Sent: 10-19-2018 11:24

From: Joshua Mclain

Subject: Cell Ping resources

Good Morning,

For issues when it comes to gathering the phone companies of cell phone numbers the department I work uses a service called TLO. So how it works we input the number into the program and it shows you the owner of the number, the company that it is issued to the Law Enforcement number you have to call to ping and whole bunch of other information. It is definitely a useful tool.

Joshua McClain

You are subscribed to "APCO Open Forum" as adam.oberdorfer@shf.sccgov.org. To change your subscriptions, go to [My Subscriptions](#). To stop receiving emails from this community discussion change your subscription to "No Emails" or [click here](#).

---

**From:** APCO PSConnect <DoNotReply@ConnectedCommunity.org>  
**Sent:** Wednesday, November 07, 2018 10:21 PM  
**To:** Oberdorfer, Adam  
**Subject:** APCO Open Forum Digest for Wednesday November 7, 2018



## APCO Open Forum

[Post New Message](#)

**Nov 7, 2018**

started 9 hours ago, [Eric Fahler](#) (0 replies)

### Rewards



1. [Anyone have a rewards program for their dispatch...](#) Eric Fahler

started 10 hours ago, [Jessica Kay](#) (0 replies)

### Information on Matthew Sanchez Lawsuit from New Mexico



2. [Hello! I'm looking for information on the...](#) Jessica Kay

started 11 hours ago, [Monica Cardoso](#) (0 replies)

### Supervisor Promotion Process



3. [Hello everyone, Looking to see what process...](#) Monica Cardoso

started 12 hours ago, [Shellie Taylor](#) (0 replies)

### School Camera Access



4. [Does anybody have a policy related to...](#) Shellie Taylor

started yesterday, [Jennifer Bishoff](#) (3 replies)

### Reverse Phone Look up



5. [We pay for Spokeo, however USphonebook.com is...](#) Scot Sorensen
6. [I have had pretty good luck with ZetX <](#) Michael Berry
7. [We use Everbridge. It was a game changer for us...](#) Cindy Flowers

started yesterday, [James Eggeman](#) (2 replies)

### Hiring



8. [Our PIO reached out to the local media and at...](#) Mindy Glenn

started yesterday, [Nanci Tatum](#) (3 replies)

## 911 Operator game by Steam



9. [I was going to play it and see if it was worth...](#) Rebecca Downing
10. [I have played it, it is a good simulator. So...](#) Thomas Wilson

[top](#)

[next](#)

### 1. Rewards

[Reply to  
Group](#)

[Reply to  
Sender](#)



Nov 7, 2018 2:16 PM

[Eric Fahler](#)

Anyone have a rewards program for their dispatch agency?

-----  
Eric Fahler

[Reply to Group via Email](#) [Forward](#) [Reply to Sender via Email](#) [View  
Thread](#) [Recommend](#) [Flag as Inappropriate](#)

[top](#)

[previous](#) [next](#)

### 2. Information on Matthew Sanchez Lawsuit from New Mexico

[Reply to  
Group](#)

[Reply to  
Sender](#)



Nov 7, 2018 1:34 PM

[Jessica Kay](#)

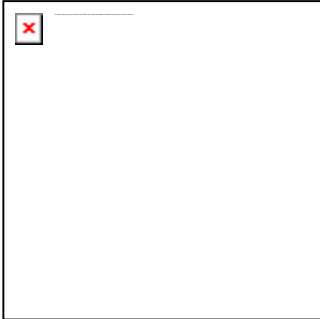
Hello!

I'm looking for information on the lawsuit that was filed in 2017 on the 911 dispatcher that hung up on a caller during a gunshot wound case. I am working on a liability power point for my local jurisdiction and would like to use this one as a case study.

Via Google I was able to find where the parents of the victim did file the lawsuit for wrongful death and medical negligence on 6/26/2017, but I have not been able to find where a court date occurred or the case was settled. Thanks for any information you have.

You can find the story here:  
[Parents of slain teen suing 911 dispatcher](#)

FireRescue1



Parents of slain teen suing 911 dispatcher

Firefighter Matthew Sanchez allegedly said to the caller, "I don't have to deal with this, you deal with it"

[View this on FireRescue1](#)

≥

-----  
Jessica Kay

[Reply to Group via Email](#) [Forward](#) [Reply to Sender via Email](#) [View Thread](#) [Recommend](#) [Flag as Inappropriate](#)

[top](#)

[previous](#) [next](#)

3. [Supervisor Promotion Process](#)

[Reply to Group](#)

[Reply to Sender](#)



Nov 7, 2018 12:31 PM  
[Monica Cardoso](#)

Hello everyone,



Looking to see what process other agencies go through for Comm Supervisor selection (interview, promotional test, temporary assignment, etc.) Would greatly appreciate your input. Thank you!

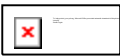
-----  
Monica Cardoso

[Reply to Group via Email](#) [Forward](#) [Reply to Sender via Email](#) [View Thread](#) [Recommend](#) [Flag as Inappropriate](#)

[top](#) [previous](#) [next](#)

4. [School Camera Access](#)

[Reply to Group](#) [Reply to Sender](#)



Nov 7, 2018 11:16 AM  
[Shellie Taylor](#)

Does anybody have a policy related to school camera use/access? We have been given access through an ILA and now need some policy statements. Please email to: [staylor@cityofallen.org](mailto:staylor@cityofallen.org)

-----  
Shellie Taylor  
Communications Manager

[Reply to Group via Email](#) [Forward](#) [Reply to Sender via Email](#) [View Thread](#) [Recommend](#) [Flag as Inappropriate](#)

[top](#)

[previous](#) [next](#)

5. [Re: Reverse Phone Look up](#)

[Reply to  
Group](#)

[Reply to  
Sender](#)



Nov 7, 2018 8:02 AM

[Scot Sorensen](#)

We pay for Spokeo, however USphonebook.com is better and free.

-----  
Scot Sorensen

[Reply to Group via Email](#) [Forward](#) [Reply to Sender via Email](#) [View  
Thread](#) [Recommend](#) [Flag as Inappropriate](#)

-----  
Original Message:

Sent: 11-06-2018 16:35

From: Jennifer Bishoff

Subject: Reverse Phone Look up

I am curious if any agency has purchased any reverse phone look up packages, memberships, programs, etc? Our agency is looking for recommendations for something to assist in reverse look up of cell phone numbers!

-----  
Jennifer Bishoff

[top](#)

[previous](#) [next](#)

## 6. [Re: Reverse Phone Look up](#)

[Reply to  
Group](#)

[Reply to  
Sender](#)



Nov 7, 2018 10:13 AM

[Michael Berry](#)

I have had pretty good luck with [ZetX \(phonelookup.zetx.com/\)](https://phonelookup.zetx.com/), but even better is if you can get a login for Tracers (<https://www.tracersinfoonline.com>) - I believe they are free for law enforcement but you do need to register each user.

-----

[Reply to Group via Email](#) [Forward](#) [Reply to Sender via Email](#) [View  
Thread](#) [Recommend](#) [Flag as Inappropriate](#)

-----  
Original Message:

Sent: 11-06-2018 16:35

From: Jennifer Bishoff

Subject: Reverse Phone Look up

I am curious if any agency has purchased any reverse phone look up packages, memberships, programs, etc? Our agency is looking for recommendations for something to assist in reverse look up of cell phone numbers!

-----

Jennifer Bishoff

[top](#)

[previous](#) [next](#)

## 7. [Re: Reverse Phone Look up](#)

[Reply to  
Group](#)

[Reply to  
Sender](#)



Nov 7, 2018 10:48 AM

[Cindy Flowers](#)

We use Everbridge. It was a game changer for us. Call for a demo. You will be sold.

-----  
Cindy Flowers

[Reply to Group via Email](#) [Forward](#) [Reply to Sender via Email](#) [View  
Thread](#) [Recommend](#) [Flag as Inappropriate](#)

-----  
Original Message:

Sent: 11-06-2018 16:35

From: Jennifer Bishoff

Subject: Reverse Phone Look up

I am curious if any agency has purchased any reverse phone look up packages, memberships, programs, etc? Our agency is looking for recommendations for something to assist in reverse look up of cell phone numbers!

-----  
Jennifer Bishoff

[top](#)

[previous](#) [next](#)

8. [Re: Hiring](#)

[Reply to  
Group](#)

[Reply to  
Sender](#)



Nov 7, 2018 7:58 AM

[Mindy Glenn](#)

Our PIO reached out to the local media and at least one channel ran a story about us hiring. HR experienced a large increase in applications the next day. We also use the agency facebook page, and send the posting to the agencies we dispatch for.

-----  
Mindy Glenn

[Reply to Group via Email](#) [Forward](#) [Reply to Sender via Email](#) [View Thread](#) [Recommend](#) [Flag as Inappropriate](#)

-----  
Original Message:

Sent: 11-06-2018 15:16

From: James Eggeman

Subject: Hiring

I am wondering what others do when it comes to advertising for applicants? It seems to be the norm for us now to only get 6 or 8 applications and half of them are felons, so we rarely have a good pool of applicants to choose from when the time comes to hire.

Jim Eggeman

---

CONFIDENTIAL COMMUNICATION:

The information contained in or attached to this message is confidential. It is intended only to be read by the individual or entity named above or their designee. If the reader of this message is not the intended recipient, you are on notice that any distribution of this message, in any form, is strictly prohibited. If you have received this message in error, please immediately notify the sender and delete or destroy any copy of this message.

City of Mansfield, Ohio

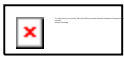
[top](#)

[previous](#) [next](#)

9. [Re: 911 Operator game by Steam](#)

[Reply to  
Group](#)

[Reply to  
Sender](#)



Nov 7, 2018 4:36 AM

[Rebecca Downing](#)

I was going to play it and see if it was worth while bringing into the Comm Center as a training app however after reading the reviews it didn't seem worth it.

Hopefully that helps.

-----  
Rebecca Downing

[Reply to Group via Email](#) [Forward](#) [Reply to Sender via Email](#) [View  
Thread](#) [Recommend](#) [Flag as Inappropriate](#)

-----  
Original Message:

Sent: 11-06-2018 12:54

From: Nanci Tatum

Subject: 911 Operator game by Steam

Has anyone played or used the game app called 911 Operator? It was created last year by Steam and has real call scenarios and the option of city or location. It does cost I, \$5-\$10.

I teach emergency dispatch at a career-tech school and one of my students came across. Seeking feedback.

[top](#)

[previous](#)

10. [Re: 911 Operator game by Steam](#)

[Reply to  
Group](#)

[Reply to  
Sender](#)



Nov 7, 2018 7:04 PM

[Thomas Wilson](#)

I have played it, it is a good simulator. So good in fact that I quit playing it after a few rounds because it became too much like work.

-----  
Thomas Wilson

[Reply to Group via Email](#) [Forward](#) [Reply to Sender via Email](#) [View Thread](#) [Recommend](#) [Flag as Inappropriate](#)

-----  
Original Message:  
Sent: 11-06-2018 12:54  
From: Nanci Tatum  
Subject: 911 Operator game by Steam

Has anyone played or used the game app called 911 Operator? It was created last year by Steam and has real call scenarios and the option of city or location. It does cost I, \$5-\$10. I teach emergency dispatch at a career-tech school and one of my students came across. Seeking feedback.

You are subscribed to "APCO Open Forum" as adam.oberdorfer@shf.sccgov.org. To change your subscriptions, go to [My Subscriptions](#). To stop receiving emails from this community discussion change your subscription to "No Emails" or [click here](#).

---

**From:** APCO PSConnect <DoNotReply@ConnectedCommunity.org>  
**Sent:** Wednesday, October 24, 2018 10:37 PM  
**To:** Oberdorfer, Adam  
**Subject:** APCO Open Forum Digest for Wednesday October 24, 2018



## **APCO Open Forum**

[Post New Message](#)

**Oct 24, 2018**

started 2 hours ago, [Melissa Dube](#) (0 replies)

### **MOU for Alternate Answer**



1. [Hello I am looking for an example of an MOU...](#) Melissa Dube

started 5 hours ago, [Zachary Dykes](#) (1 reply)

### **Call for Papers - Missouri Public Safety Communications Conference**



2. [The Missouri Public Safety Communications...](#) Zachary Dykes
3. [For some reason PSconnect is not routing the...](#) Zachary Dykes

started 12 hours ago, [Candice Norman](#) (0 replies)

### **Public Safety Systems Incorporated (PSSI) CAD Users**



4. [Good Morning, Is there anyone out there...](#) Candice Norman

started 12 hours ago, [Kristie Edwards](#) (0 replies)

### **security placards**



5. [I was wondering if any other agencies has...](#) Kristie Edwards

started 19 hours ago, [Susan Ellsworth](#) (0 replies)

### **animal rescue**



6. [Hello I was wondering if anyone here has any...](#) Susan Ellsworth

started 21 hours ago, [Jared Poppelreiter](#) (0 replies)

### **Desk Treadmills and Stationary Bikes**



7. [My center is looking into getting these and we...](#) Jared Poppelreiter

started yesterday, [Mary Rotolo](#) (3 replies)

### **Updating Policy Procedure Manual**





8. [I would be interested as well!!](#) Rebecca Downing
9. [We are also trying to re-do our policies. i...](#) Angie Newvahner
10. [Here is the Dropbox that I keep to be able to...](#) Stephanie Erb

started yesterday, [David Stonhill](#) (1 reply)

### [Central Alarm Station Ordinances](#)



11. [David- Here's an overview: False Alarm...](#) Jonathan Hall

started yesterday, [Andre Jones](#) (5 replies)

### [Why are we not requiring higher education for dispatchers to facilitate a career, instead of a job?](#)



12. [I'll play devil's advocate here and say a...](#) CATHERINE WARD
13. [Andre Jones, Good gosh are you out of touch...](#) Dan Hancock
14. [Let's start at the beginning; The number one...](#) Robert Radtke
15. [Good morning! Normally I read these posts and...](#) Charles Berdan
16. [While I agree with you about needing the...](#) Elizabeth English

started yesterday, [Norman Poe](#) (1 reply)

### [Non-Emergency Call Takers](#)



17. [This is actually a long term goal of our...](#) Matthew Berg

started 7 days ago, [Megan Ramsay](#) (8 replies)

### [Cell Ping resources](#)



18. [Do you have to register with them to get that...](#) David Fellows

started 20 days ago, [Justin Hart](#) (7 replies)

### [Therapy Dogs in Dispatch](#)



19. [We have a Therapy Dog in Training in our...](#) Kimberly Schultz

[top](#)

[next](#)

#### 1. [MOU for Alternate Answer](#)

[Reply to Group](#)

[Reply to Sender](#)



Oct 24, 2018 10:01 PM

[Melissa Dube](#)

Hello I am looking for an example of an MOU that has been drafted for an agreement between two agencies for one agency to take over all 911 and regular phone calls in case of an emergency. It is referred to as an alternate answer circuit. Does anyone have an example of one of these that they can email me or guide me on drafting up?

Thank You!  
Melissa Dube

-----  
Melissa Dube

[Reply to Group via Email](#) [Forward](#) [Reply to Sender via Email](#) [View Thread](#) [Recommend](#) [Flag as Inappropriate](#)

[top](#)

[previous](#) [next](#)

## 2. [Call for Papers - Missouri Public Safety Communications Conference](#)

[Reply to Group](#)

[Reply to Sender](#)



Oct 24, 2018 6:39 PM

[Zachary Dykes](#)

The Missouri Public Safety Communications Conference (MPSCC) is seeking applicants for continuing education instructors/speakers for the Spring 2019 MPSCC to be convened March 10th through March 13th at the Tan-Tar-A Resort in Osage Beach, Missouri.

Speakers received a discount to attend the conference. If you have additional questions about the Conference, speaking at the conference, or cost and registrations send an email either to myself or the Education Sub Committee Chair Kima Burnett at [kburnett@jasco.org](mailto:kburnett@jasco.org).

Submit our online [Speaker Application](#)

**Deadline is Monday, December 31, 2018 at 5:00 PM CST**

-----  
Zachary Dykes

[Reply to Group via Email](#) [Forward](#) [Reply to Sender via Email](#) [View Thread](#) [Recommend](#) [Flag as Inappropriate](#)

[top](#)

[previous](#) [next](#)

3. [Re: Call for Papers - Missouri Public Safety Communications Conference](#)

[Reply to Group](#)

[Reply to Sender](#)



Oct 24, 2018 11:25 PM

[Zachary Dykes](#)

For some reason PSconnect is not routing the link correctly. Please copy and past the following url into your browser to complete the application [bit.ly/MPSCC2019CFP](http://bit.ly/MPSCC2019CFP)

-----  
Zachary Dykes

[Reply to Group via Email](#) [Forward](#) [Reply to Sender via Email](#) [View Thread](#) [Recommend](#) [Flag as Inappropriate](#)

-----  
Original Message:

Sent: 10-24-2018 18:39

From: Zachary Dykes

Subject: Call for Papers - Missouri Public Safety Communications Conference

The Missouri Public Safety Communications Conference (MPSCC) is seeking applicants for continuing education instructors/speakers for the Spring 2019 MPSCC to be convened March 10th through March 13th at the Tan-Tar-A Resort in Osage Beach, Missouri.

Speakers received a discount to attend the conference. If you have additional questions about the Conference, speaking at the conference, or cost and registrations send an email either to myself or the Education Sub Committee Chair Kima Burnett at [kburnett@...](mailto:kburnett@...).

Submit our online [Speaker Application](#)

**Deadline is Monday, December 31, 2018 at 5:00 PM CST**

-----  
Zachary Dykes

[top](#) [previous](#) [next](#)

4. [Public Safety Systems Incorporated \(PSSI\) CAD Users](#)

[Reply to  
Group](#)

[Reply to  
Sender](#)

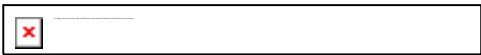


Oct 24, 2018 12:02 PM

[Candice Norman](#)

Good Morning,  
Is there anyone out there using PSSI "RESPONSE" Cad ? If so, please would you please contact me, I am looking for some assistance on a specific feature.  
Thanks.

***Candice F. Norman***



[Reply to Group via Email](#) [Forward](#) [Reply to Sender via Email](#) [View Thread](#) [Recommend](#) [Flag as Inappropriate](#)

[top](#) [previous](#) [next](#)

## 5. [security placards](#)

[Reply to  
Group](#)[Reply to  
Sender](#)

Oct 24, 2018 11:37 AM

[Kristie Edwards](#)

I was wondering if any other agencies has placards on the doors to their comm centers? We have a small one that says authorized personnel only however we are moving to a new area and are looking at signage for the new area.

Thanks!

-----

[Reply to Group via Email](#) [Forward](#) [Reply to Sender via Email](#) [View Thread](#) [Recommend](#) [Flag as Inappropriate](#)

[top](#)

[previous](#) [next](#)

## 6. [animal rescue](#)

[Reply to  
Group](#)[Reply to  
Sender](#)

Oct 24, 2018 4:26 AM

[Susan Ellsworth](#)

Hello

I was wondering if anyone here has any info on starting an animal rescue. AEMT? Being a dispatcher we get a lot of calls on injured animals. We do contact animal control but they are limited on the care they can provide. Im open to any help or sugestions

-----

Susan Ellsworth

[Reply to Group via Email](#) [Forward](#) [Reply to Sender via Email](#) [View Thread](#) [Recommend](#) [Flag as Inappropriate](#)

[top](#)

[previous](#) [next](#)

## 7. [Desk Treadmills and Stationary Bikes](#)

[Reply to Group](#)

[Reply to Sender](#)



Oct 24, 2018 2:17 AM

[Jared Poppelreiter](#)

My center is looking into getting these and we're curious what other centers have them and how they like/dislike them. Have you had any issues with people getting injured whilst using them (i.e. tripping and falling on the treadmill). Currently the ones we are looking the TR 5000-DT3 treadmill and the C3-DT3 stationary bike through Xybix so if anyone has specific experience with those particular models, I'd love to hear from you as well.

-----  
Jared Poppelreiter

[Reply to Group via Email](#) [Forward](#) [Reply to Sender via Email](#) [View Thread](#) [Recommend](#) [Flag as Inappropriate](#)

[top](#)

[previous](#) [next](#)

## 8. [Re: Updating Policy Procedure Manual](#)

[Reply to Group](#)

[Reply to Sender](#)



Oct 24, 2018 1:56 AM

[Rebecca Downing](#)

I would be interested as well!!

-----  
Rebecca Downing

[Reply to Group via Email](#) [Forward](#) [Reply to Sender via Email](#) [View Thread](#) [Recommend](#) [Flag as Inappropriate](#)

-----  
Original Message:  
Sent: 10-23-2018 17:13  
From: Mary Rotolo  
Subject: Updating Policy Procedure Manual

We are in the process of updating our communication policy & procedure manual. If any of you have a copy of your manual you would like to share, I would greatly appreciate it. I am looking for different ideas on how to format, organize and update our manual.

Thanks in advance,

Mary Rotolo  
Lafourche Parish Fire District # 3  
Communication Supervisor

-----  
Mary Rotolo

[top](#)

[previous](#) [next](#)

9. [Re: Updating Policy Procedure Manual](#)

[Reply to  
Group](#)

[Reply to  
Sender](#)



Oct 24, 2018 10:25 AM

[Angie Newvahner](#)

We are also trying to re-do our policies. i would also be interested in any manuals that you are willing to share. thank you

-----  
Angie Newvahner

[Reply to Group via Email](#) [Forward](#) [Reply to Sender via Email](#) [View  
Thread](#) [Recommend](#) [Flag as Inappropriate](#)

-----  
Original Message:  
Sent: 10-23-2018 17:13  
From: Mary Rotolo  
Subject: Updating Policy Procedure Manual

We are in the process of updating our communication policy & procedure manual. If any of you have a copy of your manual you would like to share, I would greatly appreciate it. I am looking for different ideas on how to format, organize and update our manual.

Thanks in advance,

Mary Rotolo  
Lafourche Parish Fire District # 3  
Communication Supervisor

-----  
Mary Rotolo



[top](#)

[previous](#) [next](#)

10. [Re: Updating Policy Procedure Manual](#)

[Reply to  
Group](#)

[Reply to  
Sender](#)



Oct 24, 2018 10:45 AM

[Stephanie Erb](#)

Here is the Dropbox that I keep to be able to share, there is a folder within it titled "Policy and Procedures" there are a few full manuals as well as a bunch of random policies that I have collected over the years. If you have anything to add please let me know and I would love to get it into this Dropbox so it can be shared.

[PS Connect Resources](#)

-----  
Stephanie Erb  
Asst Accreditation Mgr & Training Coordinator

[Reply to Group via Email](#) [Forward](#) [Reply to Sender via Email](#) [View  
Thread](#) [Recommend](#) [Flag as Inappropriate](#)

-----  
Original Message:  
Sent: 10-23-2018 17:13  
From: Mary Rotolo  
Subject: Updating Policy Procedure Manual

We are in the process of updating our communication policy & procedure manual. If any of you have a copy of your manual you would like to share, I would greatly appreciate it. I am looking for different ideas on how to format, organize and update our manual.

Thanks in advance,

Mary Rotolo  
Lafourche Parish Fire District # 3  
Communication Supervisor

-----  
Mary Rotolo

[top](#)

[previous](#) [next](#)

11. [Re: Central Alarm Station Ordinances](#)

[Reply to  
Group](#)

[Reply to  
Sender](#)



Oct 24, 2018 10:40 AM | [view attached](#)

[Jonathan Hall](#)

David-

Here's an overview:

[False Alarm Synopsis](#)

City ordinance# 19331 is attached.

-----  
Jonathan Hall

[Reply to Group via Email](#) [Forward](#) [Reply to Sender via Email](#) [View  
Thread](#) [Recommend](#) [Flag as Inappropriate](#)

-----  
Original Message:

Sent: 10-23-2018 14:26

From: David Stonhill

Subject: Central Alarm Station Ordinances

I am looking for examples of state/local ordinances designed to reduce unwanted responses by controlling central alarm station reporting to dispatch centers. I am particularly interested in those that require an alarm company to have a verification process step e.g. (calling a designated point of contact)

prior to initiating a request to dispatch for fire/medical/ambulance/LE services.

David G. N. Stonhill

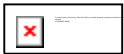
[top](#)

[previous](#) [next](#)

12. [Re: Why are we not requiring higher education for dispatchers to facilitate a career, instead of a job?](#)

[Reply to  
Group](#)

[Reply to  
Sender](#)



Oct 24, 2018 6:44 AM

[CATHERINE WARD](#)

I'll play devil's advocate here and say a college education is vastly overrated, particularly in the last 20 years.

I know many uni (and several Ivy League) grads and my niece is a Rhodes Scholar, and I don't know anyone who learned emotional intelligence or stress management at university.

In no way are the college grads in my life more capable of working at 911 than I am.

I served in the military from age 17-21 and then immediately started working at 911, and except for a brief stint as an aircraft dispatcher from 1999-2003, I've been at 911 since 1994.

I learned maturity and "emotional intelligence" from my parents, who taught me the value of hard work and dedication to my job.

More than that, I learned those things from the United States Coast Guard.

Rare is the person who will be more mature, more dedicated, more confident, and more capable after a stint at a university than after a stint in the military.

I have nothing against higher education, but I've known hundreds of dispatchers in my career and I never once thought that a degree made a more capable dispatcher. I HAVE, however, found that dispatchers with military experience tend to be more mature, have a greater respect for authority, and have a better work ethic than their counterparts.

Just my two cents.

:)

-----  
CATHERINE WARD

-----  
Original Message:

Sent: 10-23-2018 12:20

From: Andre Jones

Subject: Why are we not requiring higher education for dispatchers to facilitate a career, instead of a job?

As I have begun my own research related to job demands and job commitment to improve recruitment, operational effectiveness and retention, I can say where we are failing is that we train 9-1-1 call takers and emergency dispatchers on what to do and how to do it, and do NOT provide education so they can understand why they are doing it. When we look to the other first-responders we are trying to get dispatchers classified in to (33-0000 Protective Service Occupations), they are not high school graduates in jobs, but vocational or diploma/degree-holding professionals in careers. This must change. When it does change at the state and federal level, I believe the occupation will be rightfully recognized and reclassified. Higher education should be a requirement for licensure/certification as well as to facilitate a career, instead of a job.

Think about it, I could say that analytical skills, communications skills and interpersonal relationship skills are good for dispatchers to have... but are they teaching that in high school? Seeing beyond the cupcake or cookie cutter skills we say we want our dispatchers to have are REAL things they need to know how to do which are coaching, coordination, collaboration, operating specialized systems (or even basic computer skills), emotional intelligence, conflict resolution, stress management, incident/emergency management, adaptability/resilience... they are not going to learn that in high school nor an accelerated in-house training academy course designed to get butts in seats and phones answers to meet KPIs. The 9-1-1 public safety telecommunicator career needs educated people when they come in AND then they can receive training on agency-specific policies, procedures, protocols and systems.

While I am not suggesting that it is only people out of high school that get jobs in dispatch centers, the minimum qualification is that of a high school diploma which give or take the average age of entry suggests that these recruits are not mentally or emotionally ready to care for others as they barely have learned to care for themselves (hardly any work ethics or life skills). Again, we train them... but we make the assumption they have the skills based on an interview or a test; and it is only AFTER they are hired that we learn, well, they do not have the skills necessary to succeed hence continuing dispatch EDUCATION; which is backwards (education, in my opinion, comes first).

But what do I know \*throws hands up and shrugs shoulders\*. It's a challenge, it's different, but it could work.

-----  
Andre Jones, MPA, MS, ENP

Assistant Executive Director of Communications and Control Centers; Hamad Medical Corporation Ambulance Service, Doha, Qatar  
Adjunct Instructor; Jacksonville State University

[top](#)

[previous](#) [next](#)

13. [Re: Why are we not requiring higher education for dispatchers to facilitate a career, instead of a job?](#)

[Reply to Group](#)

[Reply to Sender](#)



Oct 24, 2018 8:13 AM

[Dan Hancock](#)

Andre Jones,

Good gosh are you out of touch with the real world. For one thing I fail to see college as being any benefit tot he average dispatcher. I have a few with degrees and they are no better than any other dispatcher and make the same money as a high school graduate. Most police departments and fire departments DO NOT require a degree. They have police academies and fire academies for entry level. Staff and Command school is for those who seek promotion to the higher ranks.

The "higher education" professionals are perpetuating a scam on the public. Their operation is more of a continuing criminal enterprise than anything else. College degree requirements are more about how many professor's job can be guaranteed by requiring useless classes than they are about properly educating someone for their career path. Mandatory foreign language? Why? Someone becoming an engineer having required biology? Why? And please, please don't give me that tired old thing about being a better rounded person.

Now you propose having dispatchers, who in many areas of our country make only \$10-12 an hour, be required to take college. We have far too many people in the U.S. who are bankrupt due to college loans, we don't need to add our dispatchers to that list. We have too many people with degrees that only qualify them to say "Would you like fries with that?".

In Michigan dispatchers are required to have 80 of dispatch classes within their first two years in order for their department to receive 911 training funds. The classes DO NOT come out of the dispatcher's pocket, but are paid by state funds instead.

Requiring college degrees for dispatchers is a really poor idea. Please come out of your ivory tower and join the rest of us in the real world.

-----  
Daniel Hancock

[Reply to Group via Email](#) [Forward](#) [Reply to Sender via Email](#) [View Thread](#) [Recommend](#) [Flag as Inappropriate](#)

-----  
Original Message:

Sent: 10-23-2018 12:20

From: Andre Jones

Subject: Why are we not requiring higher education for dispatchers to facilitate a career, instead of a job?

As I have begun my own research related to job demands and job commitment to improve recruitment, operational effectiveness and retention, I can say where we are failing is that we train 9-1-1 call takers and emergency dispatchers on what to do and how to do it, and do NOT provide education so they can understand why they are doing it. When we look to the other first-responders we are trying to get dispatchers classified in to (33-0000 Protective Service Occupations), they are not high school graduates in jobs, but vocational or diploma/degree-holding professionals in careers. This must change. When it does change at the state and federal level, I believe the occupation will be rightfully recognized and reclassified. Higher education should be a requirement for licensure/certification as well as to facilitate a career, instead of a job.

Think about it, I could say that analytical skills, communications skills and interpersonal relationship skills are good for dispatchers to have... but are they teaching that in high school? Seeing beyond the cupcake or cookie cutter skills we say we want our dispatchers to have are REAL things they need to know how to do which are coaching, coordination, collaboration, operating specialized systems (or even basic computer skills), emotional intelligence, conflict resolution, stress management, incident/emergency management, adaptability/resilience... they are not going to learn that in high school nor an accelerated in-house training academy course designed to get butts in seats and phones answers to meet KPIs. The 9-1-1 public safety telecommunicator career needs educated people when they come in AND then they can receive training on agency-specific policies, procedures, protocols and systems.

While I am not suggesting that it is only people out of high school that get jobs in dispatch centers, the minimum qualification is that of a high school diploma which give or take the average age of entry suggests that these recruits are not mentally or emotionally ready to care for others as they barely have learned to care for themselves (hardly any work ethics or life skills). Again, we train them... but we make the assumption they have the skills based on an interview or a test; and it is only AFTER they are hired that we learn, well, they do not have the skills necessary to succeed hence continuing dispatch EDUCATION; which is backwards (education, in my opinion, comes first).

But what do I know \*throws hands up and shrugs shoulders\*. It's a challenge, it's different, but it could work.

-----

Andre Jones, MPA, MS, ENP

Assistant Executive Director of Communications and Control Centers; Hamad Medical Corporation Ambulance Service, Doha, Qatar  
Adjunct Instructor; Jacksonville State University  
Master Instructor; Priority Dispatch Corporation  
-----

[top](#)

[previous](#) [next](#)

14. [Re: Why are we not requiring higher education for dispatchers to facilitate a career, instead of a job?](#)

[Reply to Group](#)

[Reply to Sender](#)



Oct 24, 2018 11:50 AM

[Robert Radtke](#)

Let's start at the beginning;

**The number one reason we don't require college in this business is, simply, that we pay very poorly. Someone with a post-secondary education can make significantly more in the private sector (as you are surely discovering there in Qatar) than they can in the public sector. Secondary to THAT is the cost of college, which, here in the US, is the proverbial sword of Damocles hanging over the entire US economy. When the bill comes due for all of these highly-educated-yet-unemployed people who cannot pay their bills, it will be worse than 2008.**

**Secondly, we don't pay enough not because the field isn't filled with uneducated rubes, but in large part because it is largely made up of women. If the field were populated largely by men, this problem would have solved itself decades ago.**

*You posit: When we look to the other first-responders we are trying to get dispatchers classified in to (33-0000 Protective Service Occupations), they are not high school graduates in jobs, but vocational or diploma/degree-holding professionals in careers. This must change. When it does change at the state and federal level, I believe the occupation will be rightfully recognized and reclassified. Higher education should be a requirement for licensure/certification as well as to facilitate a career, instead of a job.*

**This logic assumes that education is primary in the decision to classify a position, it isn't. To that end, the thing that actually WOULD help push Telecommunicators into the Protective Services is action on the part of each and every state to license telecommunicators as they do police officers....or gaming surveillance officers, which are also part of the protective services classification but are required to receive a license to work in the gaming industry.**

Your point: *I could say that analytical skills, communications skills and interpersonal relationship skills are good for dispatchers to have... but are they teaching that in high school? Seeing beyond the cupcake or cookie cutter skills we say we want our dispatchers to have are REAL things they need to know how to do which are coaching, coordination, collaboration, operating specialized systems (or even basic computer skills), emotional intelligence, conflict resolution, stress management, incident/emergency management, adaptability/resilience... they are not going to learn that in high school nor an accelerated in-house training academy course designed to get butts in seats and phones answers to meet KPIs. The 9-1-1 public safety telecommunicator career needs educated people when they come in AND then they can receive training on agency-specific policies, procedures, protocols and systems.*

**In modern high schools, yes. The curriculum in many high schools now includes conflict resolution and interpersonal relationships. That said, there is nothing within higher education that can teach adaptability/resilience, emotional intelligence or personality, which is what most agencies need to hire for as opposed to the ability to multi-task, which neurobiology tells us does not exist (it's task switching that we humans do) and the ability to type, which is a learned skill. Learning stress management, conflict resolution and the operation of specialized systems are EXACTLY the things Telecommunicators can and should learn in an in-house academy or even on the job. Further, the size of the agency doing the hiring cannot be overstated, the constant negative scrutiny in the public sector and the reticence of the american "right" to pay taxes means that agencies cannot AFFORD to hire college educated persons OR train them appreciably. We actually train to the level of our agency's risk tolerance.**

*Finally: While I am not suggesting that it is only people out of high school that get jobs in dispatch centers, the minimum qualification is that of a high school diploma which give or take the average age of entry suggests that these recruits are not mentally or emotionally ready to care for others as they barely have learned to care for themselves (hardly any work ethics or life skills). Again, we train them... but we make the assumption they have the skills based on an interview or a test; and it is only AFTER they are hired that we learn, well, they do not have the skills necessary to succeed hence continuing dispatch EDUCATION; which is backwards (education, in my opinion, comes first).*

**I have hired multiple folks just out of high school by a few years and in reality, we are, as an agency, finishing their adolescence as they learn to do this challenging job, and frankly, I wouldn't change a thing. Consider the military; You are able at the age of 18 to sign up, enter the military and in 7-14 weeks pick up a rifle and go to war. Surely, in the non-compressed timeline that we have (our game is infinite, not finite) we can train and grow these young kids into solid, strong, smart Telecommunicators who, might I add, have nothing to "unlearn" from their life's experience or "education".**

**In the end, the reality remains; everything is driven by economics. In the American south, where the economics are more conservative and labor is inferior to capital, the pay is lower but so is the cost of living. In the north, where economics are more progressive and labor is superior to capital, pay is higher, but so is the cost of living. Unless and until we gain uniformity in the provision of service and a bit of equanimity in the approach to the position, the field will remain in its' current state. There are too many old-guard thinkers who believe that a costly, agrarian-based education (being off in the summers) is the only**



path to knowledge and therefore success.

-----  
Robert Radtke

[Reply to Group via Email](#) [Forward](#) [Reply to Sender via Email](#) [View Thread](#) [Recommend](#) [Flag as Inappropriate](#)

-----  
Original Message:

Sent: 10-23-2018 12:20

From: Andre Jones

Subject: Why are we not requiring higher education for dispatchers to facilitate a career, instead of a job?

As I have begun my own research related to job demands and job commitment to improve recruitment, operational effectiveness and retention, I can say where we are failing is that we train 9-1-1 call takers and emergency dispatchers on what to do and how to do it, and do NOT provide education so they can understand why they are doing it. When we look to the other first-responders we are trying to get dispatchers classified in to (33-0000 Protective Service Occupations), they are not high school graduates in jobs, but vocational or diploma/degree-holding professionals in careers. This must change. When it does change at the state and federal level, I believe the occupation will be rightfully recognized and reclassified. Higher education should be a requirement for licensure/certification as well as to facilitate a career, instead of a job.

Think about it, I could say that analytical skills, communications skills and interpersonal relationship skills are good for dispatchers to have... but are they teaching that in high school? Seeing beyond the cupcake or cookie cutter skills we say we want our dispatchers to have are REAL things they need to know how to do which are coaching, coordination, collaboration, operating specialized systems (or even basic computer skills), emotional intelligence, conflict resolution, stress management, incident/emergency management, adaptability/resilience... they are not going to learn that in high school nor an accelerated in-house training academy course designed to get butts in seats and phones answers to meet KPIs. The 9-1-1 public safety telecommunicator career needs educated people when they come in AND then they can receive training on agency-specific policies, procedures, protocols and systems.

While I am not suggesting that it is only people out of high school that get jobs in dispatch centers, the minimum qualification is that of a high school diploma which give or take the average age of entry suggests that these recruits are not mentally or emotionally ready to care for others as they barely have learned to care for themselves (hardly any work ethics or life skills). Again, we train them... but we make the assumption they have the skills based on an interview or a test; and it is

only AFTER they are hired that we learn, well, they do not have the skills necessary to succeed hence continuing dispatch EDUCATION; which is backwards (education, in my opinion, comes first).

But what do I know \*throws hands up and shrugs shoulders\*. It's a challenge, it's different, but it could work.

-----  
Andre Jones, MPA, MS, ENP

[top](#)

[previous](#) [next](#)

15. [Re: Why are we not requiring higher education for dispatchers to facilitate a career, instead of a job?](#)

[Reply to Group](#)

[Reply to Sender](#)



Oct 24, 2018 12:43 PM

[Charles Berdan](#)

Good morning!

Normally I read these posts and move on, thanking my lucky stars that I no longer manage employees. But in this case I had to respond, primarily because my years as a trainer and manager gives me the right to my opinion, and secondly because of the tone of Mr. Hancock's response. Addressing the latter, this is PSConnect, not Facebook. We are all professionals here and we need to conduct our correspondence in a professional manner. I think the majority of the members of this list server will agree with me. We all learn from each other in how we do our business, and there are no right or wrong answers, just sharing the way we do things or think about a topic. If we are afraid to ask a question or offer an idea because we will be ridiculed, then APCO might as well shut this service down. If you can't say anything in a polite and constructive tone, as in Ms. Ward's response, you shouldn't reply at all.

Now to address the issue - higher education requirements for telecommunicators. When I joined the ranks of dispatchers, I was 19, and going to a "junior" college. As I was exposed to the technology in the comm center, I decided that I needed to learn more about computers (this being 1975, computers in public safety was a new thing). As I took classes, I ended up being the default "computer expert" in our center. As I continued on my career, I decided that I also wanted to be a

manager, so I began taking management courses and ended up enrolling in my State College on a management track. 6 years later, I had my degree - when I was 39 years old and had 20 years in dispatch. In the 40 total years I spent in dispatch, I hired and trained hundreds of new dispatchers, from kids right out of high school, to military veterans, to just plain citizens thinking that they'd like to do our job, even as a second career after retirement. I've seen the gambit of personalities, varying levels of education, and an infinite number of levels of maturity. Everyone is different and unfortunately for our profession, there isn't any test, level of education, or IQ level that will guarantee success as a dispatcher.

So I feel that a higher education shouldn't be a requirement. A high school diploma or GED gives us the basic belief that the person can walk and talk and learn. After that, if someone wants to better themselves, then looking at vocational schools or 2-year or 4-year college is appropriate. I always encouraged my people to pursue higher education to reach their personal goals. I also feel that if someone joins our profession and has some level of shortcomings that are needed for our job, to help them improve, whether it is through formal education or just helping them get proficient.

We all know that getting recognized by the OMB as being more than a "clerk" is important, and ultimately may help us get better wages and benefits, but thinking that requiring a higher level of education will bring higher salaries is like putting the cart before the horse - you can do it, but the horse will be very confused... I have worked my entire career to make dispatching a profession, not just a job. Did I succeed? In some ways I did. And i am proud of the people I worked with who became those professionals.

As I said when I started this, I have a right to my opinion...

Chuck Berdan

Retired Dispatch Manager, Alameda County (CA) Regional Emergency Communications Center

Oct 24, 2018 8:13 AM

[Dan Hancock](#)

Andre Jones,

Good gosh are you out of touch with the real world. For one thing I fail to see college as being any benefit tot he average dispatcher. I have a few with degrees and they are no better than any other dispatcher and make the same money as a high school graduate. Most police departments and fire departments DO NOT require a degree. They have police academies and fire academies for entry level. Staff and Command school is for those who seek promotion to the higher ranks.

The "higher education" professionals are perpetuating a scam on the public. Their operation is more of a continuing criminal enterprise than anything else. College degree requirements are more about how many professor's job can be guaranteed by requiring useless classes than they are about properly educating someone for their career path. Mandatory foreign language? Why? Someone becoming an engineer having required biology? Why? And please, please don't give me that tired old thing about being a better rounded person.

Now you propose having dispatchers, who in many areas of our country make only \$10-12 an hour, be required to take college. We have far too many people in the U.S. who are bankrupt due to college loans, we don't need to add our dispatchers to that list. We have too

many people with degrees that only qualify them to say "Would you like fries with that?".

In Michigan dispatchers are required to have 80 of dispatch classes within their first two years in order for their department to receive 911 training funds. The classes DO NOT come out of the dispatcher's pocket, but are paid by state funds instead.

Requiring college degrees for dispatchers is a really poor idea. Please come out of your ivory tower and join the rest of us in the real world.

-----

Daniel Hancock

Supervisor, Detroit Regional Comm. Ctr.

Michigan State Police

-----

Oct 24, 2018 6:44 AM

[CATHERINE WARD](#)

I'll play devil's advocate here and say a college education is vastly overrated, particularly in the last 20 years.

I know many uni (and several Ivy League) grads and my niece is a Rhodes Scholar, and I don't know anyone who learned emotional intelligence or stress management at university.

In no way are the college grads in my life more capable of working at 911 than I am.

I served in the military from age 17-21 and then immediately started working at 911, and except for a brief stint as an aircraft dispatcher from 1999-2003, I've been at 911 since 1994.

I learned maturity and "emotional intelligence" from my parents, who taught me the value of hard work and dedication to my job.

More than that, I learned those things from the United States Coast Guard.

Rare is the person who will be more mature, more dedicated, more confident, and more capable after a stint at a university than after a stint in the military.

I have nothing against higher education, but I've known hundreds of dispatchers in my career and I never once thought that a degree made a more capable dispatcher. I HAVE, however, found that dispatchers with military experience tend to be more mature, have a greater

respect for authority, and have a better work ethic than their counterparts.

Just my two cents.

:)

-----  
CATHERINE WARD

Protective Services Shift Supervisor

Oct 24, 2018 11:50 AM

[Robert Radtke](#)

Let's start at the beginning;

**The number one reason we don't require college in this business is, simply, that we pay very poorly. Someone with a post-secondary education can make significantly more in the private sector (as you are surely discovering there in Qatar) than they can in the public sector. Secondary to THAT is the cost of college, which, here in the US, is the proverbial sword of Damocles hanging over the entire US economy. When the bill comes due for all of these highly-educated-yet-unemployed people who cannot pay their bills, it will be worse than 2008.**

**Secondly, we don't pay enough not because the field isn't filled with uneducated rubes, but in large part because it is largely made up of women. If the field were populated largely by men, this problem would have solved itself decades ago.**

*You posit: When we look to the other first-responders we are trying to get dispatchers classified in to (33-0000 Protective Service Occupations), they are not high school graduates in jobs, but vocational or diploma/degree-holding professionals in careers. This must change. When it does change at the state and federal level, I believe the occupation will be rightfully recognized and reclassified. Higher education should be a requirement for licensure/certification as well as to facilitate a career, instead of a job.*

**This logic assumes that education is primary in the decision to classify a position, it isn't. To that end, the thing that actually WOULD help push Telecommunicators into the Protective Services is action on the part of each and every state to license telecommunicators as they do police officers....or gaming surveillance officers, which are also part of the protective services classification but are required to receive a license to work in the gaming industry.**

*Your point: I could say that analytical skills, communications skills and interpersonal relationship skills are good for dispatchers to have... but are they teaching that in high school? Seeing beyond the cupcake or cookie cutter skills we say we want our dispatchers to*

*have are REAL things they need to know how to do which are coaching, coordination, collaboration, operating specialized systems (or even basic computer skills), emotional intelligence, conflict resolution, stress management, incident/emergency management, adaptability/resilience... they are not going to learn that in high school nor an accelerated in-house training academy course designed to get butts in seats and phones answers to meet KPIs. The 9-1-1 public safety telecommunicator career needs educated people when they come in AND then they can receive training on agency-specific policies, procedures, protocols and systems.*

**In modern high schools, yes. The curriculum in many high schools now includes conflict resolution and interpersonal relationships. That said, there is nothing within higher education that can teach adaptability/resilience, emotional intelligence or personality, which is what most agencies need to hire for as opposed to the ability to multi-task, which neurobiology tells us does not exist (it's task switching that we humans do) and the ability to type, which is a learned skill. Learning stress management, conflict resolution and the operation of specialized systems are EXACTLY the things Telecommunicators can and should learn in an in-house academy or even on the job. Further, the size of the agency doing the hiring cannot be overstated, the constant negative scrutiny in the public sector and the reticence of the american "right" to pay taxes means that agencies cannot AFFORD to hire college educated persons OR train them appreciably. We actually train to the level of our agency's risk tolerance.**

*Finally: While I am not suggesting that it is only people out of high school that get jobs in dispatch centers, the minimum qualification is that of a high school diploma which give or take the average age of entry suggests that these recruits are not mentally or emotionally ready to care for others as they barely have learned to care for themselves (hardly any work ethics or life skills). Again, we train them... but we make the assumption they have the skills based on an interview or a test; and it is only AFTER they are hired that we learn, well, they do not have the skills necessary to succeed hence continuing dispatch EDUCATION; which is backwards (education, in my opinion, comes first).*

**I have hired multiple folks just out of high school by a few years and in reality, we are, as an agency, finishing their adolescence as they learn to do this challenging job, and frankly, I wouldn't change a thing. Consider the military; You are able at the age of 18 to sign up, enter the military and in 7-14 weeks pick up a rifle and go to war. Surely, in the non-compressed timeline that we have (our game is infinite, not finite) we can train and grow these young kids into solid, strong, smart Telecommunicators who, might I add, have nothing to "unlearn" from their life's experience or "education".**

**In the end, the reality remains; everything is driven by economics. In the American south, where the economics are more conservative and labor is inferior to capital, the pay is lower but so is the cost of living. In the north, where economics are more progressive and labor is superior to capital, pay is higher, but so is the cost of living. Unless and until we gain uniformity in the provision of service and a bit of equanimity in the approach to the position, the field will remain in its' current state. There are too many old-guard thinkers who believe that a costly, agrarian-based education (being off**

in the summers) is the only path to knowledge and therefore success.

-----  
Robert Radtke

Communications Manager

-----  
Charles Berdan

-----  
[Reply to Group via Email](#) [Forward](#) [Reply to Sender via Email](#) [View Thread](#) [Recommend](#) [Flag as Inappropriate](#)

-----  
Original Message:

Sent: 10-24-2018 08:12

From: Dan Hancock

Subject: Why are we not requiring higher education for dispatchers to facilitate a career, instead of a job?

Andre Jones,

Good gosh are you out of touch with the real world. For one thing I fail to see college as being any benefit tot he average dispatcher. I have a few with degrees and they are no better than any other dispatcher and make the same money as a high school graduate. Most police departments and fire departments DO NOT require a degree. They have police academies and fire academies for entry level. Staff and Command school is for those who seek promotion to the higher ranks.

The "higher education" professionals are perpetuating a scam on the public. Their operation is more of a continuing criminal enterprise than anything else. College degree requirements are more about how many professor's job can be guaranteed by requiring useless classes than they are about properly educating someone for their career path. Mandatory foreign language? Why? Someone becoming an engineer having required biology? Why? And please, please don't give me that tired old thing about being a better rounded person.

Now you propose having dispatchers, who in many areas of our country make only \$10-12 an hour, be required to take college. We have far too many people in the U.S. who are bankrupt due to college loans, we don't need to add our dispatchers to that list. We have too many people with degrees that only qualify them to say "Would you like fries with that?".

In Michigan dispatchers are required to have 80 of dispatch classes within their first two years in order for their department to receive 911 training funds. The classes DO NOT come out of the dispatcher's pocket, but are paid by state funds instead.

Requiring college degrees for dispatchers is a really poor idea. Please come out of your ivory tower and join the rest of us in the real world.

-----  
Daniel Hancock

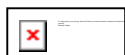
[top](#)

[previous](#) [next](#)

16. [Re: Why are we not requiring higher education for dispatchers to facilitate a career, instead of a job?](#)

[Reply to  
Group](#)

[Reply to  
Sender](#)



Oct 24, 2018 1:02 PM

[Elizabeth English](#)

While I agree with you about needing the recognition at the state and federal level, I cannot agree that those we hire must first have some form of higher education. I have hired Telecommunicators with masters degrees who couldn't do the job and failed out. I have hired people straight from high school who absorbed everything and soared in the position. We all have stories of hiring someone who caught on very quickly, and did a great job, but had no work ethic. I've seen this in the last 25 years of hiring telecommunicators, including some who were well beyond the "youngster" age.

Only 1% of the population can do this job, regardless of their level of education. Granted, some need experience before they totally understand the importance of what they are doing. Others, never realize how important their job is. But you can say the same about higher education. Many who don't go to college immediately after high school, only to do so later in life, admit they wouldn't have been a good student had they done so earlier.



I believe where we are failing to prepare our telecommunicators for a career, is by not letting them know that dispatch is not a dead end job. So many come into the job with the intent on staying until they can get a "real" job. Many simply fall into the career because they never realize that "real" job they were envisioning, so they keep on working as a call taker/dispatcher until one day they realize that has become their career. Yes, we offer training and continuing education, but it's always phrased as something that needs to be done to maintain certifications. If we took more time to explain the benefits of the training, and the career advancements available, I believe more telecommunicators would look at it as a career. Due to the shortage of telecommunicators, there is always the fear of losing someone and having to start over again, hiring and training someone else. If we could get past the mindset of not wanting to lose someone, either to another agency, to the private sector, or to a training entity, we might be better able to prepare them for developing their career. I recently had a conversation with one of my telecommunicators who said she didn't intend to do that job forever. She said, "I don't want to be a dispatcher for 20 years." I sat down with her and explained to her that she was just starting out as a dispatcher, but there were so many directions she could go once she had some training and experience. Of course, she hadn't thought about that but once she did, she decided to stay and get as much training and experience as she could in order to further herself in the career. It all starts with those of us who are there with them at the beginning.

As for the education and proper state/federal classification, this is just like the chicken and the egg. Which came first? The position doesn't pay enough to recruit from higher education institutions, however, it won't be recognized as a profession until we start hiring those with higher education.

Personally, I've been in the telecommunicator seat and I can tell you I was able to handle more than the educated career responders I was dispatching or the educated citizens I was serving. It offends me that the position is still classified as clerical because we aren't considered "professional". I will say though, regardless of what the OMB thinks, I made a career in a communications center, and thirty-one years later I'm still in the emergency communications field. I don't have a college degree but I was part of the 1% who could do the job. I will continue to encourage those who want to become telecommunicators to persevere, get their experience, get their continued education, and work on making the field better.

-----  
Beth English

[Reply to Group via Email](#) [Forward](#) [Reply to Sender via Email](#) [View Thread](#) [Recommend](#) [Flag as Inappropriate](#)

-----  
Original Message:  
Sent: 10-23-2018 12:20

From: Andre Jones

Subject: Why are we not requiring higher education for dispatchers to facilitate a career, instead of a job?

As I have begun my own research related to job demands and job commitment to improve recruitment, operational effectiveness and retention, I can say where we are failing is that we train 9-1-1 call takers and emergency dispatchers on what to do and how to do it, and do NOT provide education so they can understand why they are doing it. When we look to the other first-responders we are trying to get dispatchers classified in to (33-0000 Protective Service Occupations), they are not high school graduates in jobs, but vocational or diploma/degree-holding professionals in careers. This must change. When it does change at the state and federal level, I believe the occupation will be rightfully recognized and reclassified. Higher education should be a requirement for licensure/certification as well as to facilitate a career, instead of a job.

Think about it, I could say that analytical skills, communications skills and interpersonal relationship skills are good for dispatchers to have... but are they teaching that in high school? Seeing beyond the cupcake or cookie cutter skills we say we want our dispatchers to have are REAL things they need to know how to do which are coaching, coordination, collaboration, operating specialized systems (or even basic computer skills), emotional intelligence, conflict resolution, stress management, incident/emergency management, adaptability/resilience... they are not going to learn that in high school nor an accelerated in-house training academy course designed to get butts in seats and phones answers to meet KPIs. The 9-1-1 public safety telecommunicator career needs educated people when they come in AND then they can receive training on agency-specific policies, procedures, protocols and systems.

While I am not suggesting that it is only people out of high school that get jobs in dispatch centers, the minimum qualification is that of a high school diploma which give or take the average age of entry suggests that these recruits are not mentally or emotionally ready to care for others as they barely have learned to care for themselves (hardly any work ethics or life skills). Again, we train them... but we make the assumption they have the skills based on an interview or a test; and it is only AFTER they are hired that we learn, well, they do not have the skills necessary to succeed hence continuing dispatch EDUCATION; which is backwards (education, in my opinion, comes first).

But what do I know \*throws hands up and shrugs shoulders\*. It's a challenge, it's different, but it could work.

-----  
Andre Jones, MPA, MS, ENP

[top](#)

[previous](#) [next](#)

## 17. [Re: Non-Emergency Call Takers](#)

[Reply to  
Group](#)

[Reply to  
Sender](#)



Oct 24, 2018 11:39 AM

[Matthew Berg](#)

This is actually a long term goal of our Director, but we would be hiring for our 311 division to accomplish it. In Virginia Beach we have Emergency Communications and Citizen Services as the department, and then the two divisions are 911 and 311. They already take some non-emergency traffic, mainly road closures, flooded roads, along with calling out Public Utilities and Public Works. We will be phasing in things like taking fireworks complaints, noise complaints, etc.

-----  
Matthew Berg, ENP, CMCP

[Reply to Group via Email](#) [Forward](#) [Reply to Sender via Email](#) [View  
Thread](#) [Recommend](#) [Flag as Inappropriate](#)

-----  
Original Message:

Sent: 10-23-2018 08:28

From: Norman Poe

Subject: Non-Emergency Call Takers

We would like to know if there is any Public Safety Agency that hires employees to only answer Non-Emergency calls. If so, can you advise the size of your Communications Center, job description, type of training and length of training.

We appreciate any feedback you can give us.

-----  
Norman Poe

[top](#)

[previous](#) [next](#)

18. [Re: Cell Ping resources](#)

[Reply to  
Group](#)

[Reply to  
Sender](#)



Oct 24, 2018 6:53 AM

[David Fellows](#)

Do you have to register with them to get that free access?

-----  
David E. Fellows

ILEAS Regional Planning Coordinator / State Emergency Operations Center Liaison

[www.ileas.org](http://www.ileas.org)

"We all sleep safe in our beds because there are rough men  
who stand ready in the night to visit violence on those who  
would do us harm."

"De Opresso Liber"

-----  
[Reply to Group via Email](#) [Forward](#) [Reply to Sender via Email](#) [View  
Thread](#) [Recommend](#) [Flag as Inappropriate](#)

-----  
Original Message:

Sent: 10-20-2018 09:07

From: Jason Barrett

Subject: Cell Ping resources

ZETX provides a free phone lookup tool for Law Enforcement personnel. We use it quite often.

[ZETX - Advancing Justice](#)

ZETX



ZETX - Advancing Justice

Advancing Justice

[View this on ZETX >](#)


**Jason M. Barrett**  
Dispatch Supervisor

-----  
Jason Barrett  
911 Coordinator  
Leominster Police Department  
Leominster, MA

[top](#) [previous](#)

19. [Re: Therapy Dogs in Dispatch](#)

[Reply to Group](#) [Reply to Sender](#)

 Oct 24, 2018 11:33 AM  
[Kimberly Schultz](#)

We have a Therapy Dog in Training in our Communications Center. If you would like more information about our new program, please feel free to contact me I would be more than happy to help!

-----  
Kimberly Schultz

[Reply to Group via Email](#) [Forward](#) [Reply to Sender via Email](#) [View Thread](#) [Recommend](#) [Flag as Inappropriate](#)

-----  
Original Message:


Sent: 10-23-2018 14:49

From: Carolyn Delvaux

Subject: Therapy Dogs in Dispatch

I am writing an article for APCO/PSC News about pets in the Comm Center. Other than the people that have already replied, does anyone know of any other Comm Centers that allow their employees to bring in their pets or have a resident pet? I have a few questions that would love some help would help me practical, real-life examples of Comm Centers who allow pets.

-----  
Carolyn Delvaux

  
You are subscribed to "APCO Open Forum" as adam.oberdorfer@shf.sccgov.org. To change your subscriptions, go to [My Subscriptions](#). To stop receiving emails from this community discussion change your subscription to "No Emails" or [click here](#).

---

**From:** Kari Montano <Kari.Montano@zetx.com>  
**Sent:** Tuesday, March 06, 2018 12:53 PM  
**Subject:** CA Classes: ZetX  
**Attachments:** Orange, CA 2019 SME Course.pdf; San Diego 40 Hr Course Sept 24-28, 2018.pdf

Good afternoon,

Just wanted to share that we have added two of ZetX's Criminal Investigations Using Cellular Technologies classes in California. Course flyers are attached. Registrations is open on our website, [www.zetx.com](http://www.zetx.com). Feel free to contact me with any questions.

ZETX | Advancing Justice

[www.zetx.com](http://www.zetx.com)

From the minute a target number is identified, to the moment it is presented to a jury, ZetX covers every aspect. Free Phone Look Up, search warrants, mapping and ...

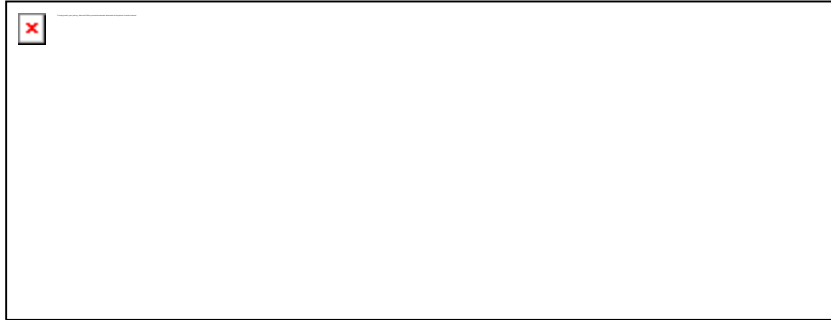
Thank you!

Kari Montano

---

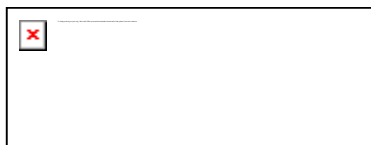
**From:** ZetX Support <trax@zetx.com>  
**Sent:** Tuesday, December 11, 2018 9:49 AM  
**To:** Tuttle,Caleb (DAO)  
**Subject:** Google GeoFence Warrant Update

Email not displaying correctly? [View it](#) in your browser.



It was brought to our attention that Google is now requiring a new warrant template for their GeoFence requests. We have updated our template in TraX, if you recently sent out a request using our older template we suggest checking with Google to see if a new warrant is required. You can request a copy of the new Template in TraX on our Legal Forms Page, here is a direct link to the Google Geo Warrant: <https://trax.zetx.com/googlegeowarrant/new>

Please let us know if you have any questions by replying back to this email or reaching out to us at [support@zetx.com](mailto:support@zetx.com).



ZetX Support  
1900 W. Chandler Blvd. STE 15-226  
Chandler, AZ 85224

[Unsubscribe](#)

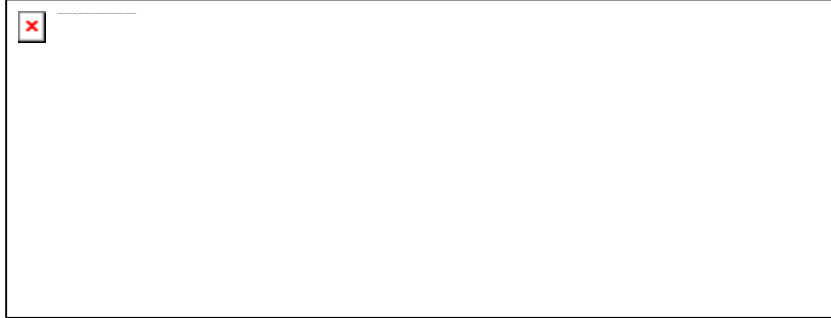


**Luerra, Johanna**

---

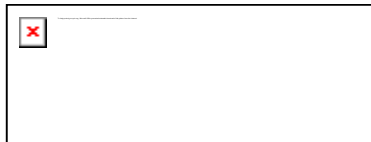
**From:** ZetX Support <trax@zetx.com>  
**Sent:** Tuesday, December 11, 2018 9:49 AM  
**To:** Cogliandro, Cody (DAO)  
**Subject:** Google GeoFence Warrant Update

Email not displaying correctly? [View it](#) in your browser.



It was brought to our attention that Google is now requiring a new warrant template for their GeoFence requests. We have updated our template in TraX, if you recently sent out a request using our older template we suggest checking with Google to see if a new warrant is required. You can request a copy of the new Template in TraX on our Legal Forms Page, here is a direct link to the Google Geo Warrant: <https://trax.zetx.com/googlegeowarrant/new>

Please let us know if you have any questions by replying back to this email or reaching out to us at [support@zetx.com](mailto:support@zetx.com).



ZetX Support  
1900 W. Chandler Blvd. STE 15-226  
Chandler, AZ 85224

[Unsubscribe](#)

---

**From:** IACAList <iacalist-bounces+angelica.ecdao=sheriff.sccgov.org@listserve.com> on behalf of Cylwik, Radoslaw via  
**Sent:** Friday, July 27, 2018 7:57 AM  
**To:** iacalist@iaca.net  
**Subject:** [IACA] Criminal Investigations Using Cellular Technologies Training - Jacksonville, FL  
**Attachments:** 8 hr. Criminal Investigations Course Jacksonville, FL.pdf; Jacksonville, FL 40 Hr Course Feb 4-8, 2019.pdf; ATT00001.txt

Hello,

The Jacksonville Sheriff's Office Crime Analysis Unit in Jacksonville, FL and the Florida Department of Law Enforcement (FDLE) are hosting two courses in reference to Criminal Investigations Using Cellular Technologies. Training is being provided by ZetX. The two training offerings are:

- August 28<sup>th</sup> – 8-hour course – \$75
- February 4<sup>th</sup>-8<sup>th</sup> – 40-hour course – \$700

More details about the courses and how to register are located in the attached PDFs.

Thank you,  
Rad



**RADOSLAW CYLWIK**

*Unless otherwise noted, the material contained in this document is considered active criminal intelligence and as such, is exempt from disclosure via the Florida Public Records Law (F.S.S. 119.07)*

---

**From:** IACAList <iacalist-bounces+angelica.ecdao=sheriff.sccgov.org@listserve.com> on behalf of Cylwik, Radoslaw via IACAList <  
**Sent:** Thursday, June 21, 2018 4:14 AM  
**To:** iacalist@iaca.net  
**Subject:** [IACA] ZetX 8-hour Criminal Investigations Using Cellular Technologies - Jacksonville, FL - August 28th  
**Attachments:** 8 hr. Criminal Investigations Course Jacksonville, FL.PDF; ATT00001.txt

Hello,

The Jacksonville Sheriff's Office (FL) and the Florida Department of Law Enforcement (FDLE) Jacksonville Office are hosting an 8-Hour Criminal Investigations Using Cellular Technologies course taught by ZetX. The course will be on August 28<sup>th</sup>. Please see attached flyer for detailed information on the course and how to register.

Thanks,  
Rad



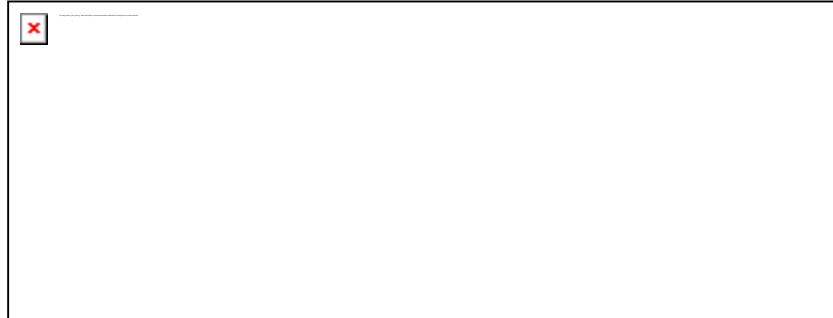
*Radoslaw Cylwik*

*Unless otherwise noted, the material contained in this document is considered active criminal intelligence and as such, is exempt from disclosure via the Florida Public Records Law (F.S.S. 119.07)*

---

**From:** ZetX Support <trax@zetx.com>  
**Sent:** Friday, October 26, 2018 3:08 PM  
**To:** Cogliandro, Cody (DAO)  
**Subject:** ZetX.com Temporary Outage

Email not displaying correctly? [View it](#) in your browser.

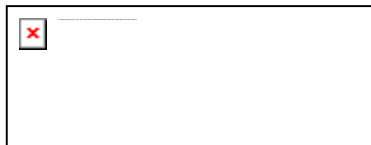


It was brought to our attention that our main website, zetx.com is currently down and showing a "Page Not Found" error. After looking into this further we found out that our web host is in the process of making updates on their end which is unfortunately causing zetx.com to be down at the moment. While our main page is down, all of our products are still up and running. Please use the links below to access our products while our hosting provider resolves the issue on their end. The main page should be back up within the next few hours but it may take 24-48 hours at the most. The services below are not effected by these issues:

TraX - <https://trax.zetx.com>

Phone Lookup - <https://phonelookup.zetx.com>

Please let us know if you have any questions by replying back to this email or reaching out to us at [support@zetx.com](mailto:support@zetx.com).



ZetX Support  
1900 W. Chandler Blvd. STE 15-226  
Chandler, AZ 85224

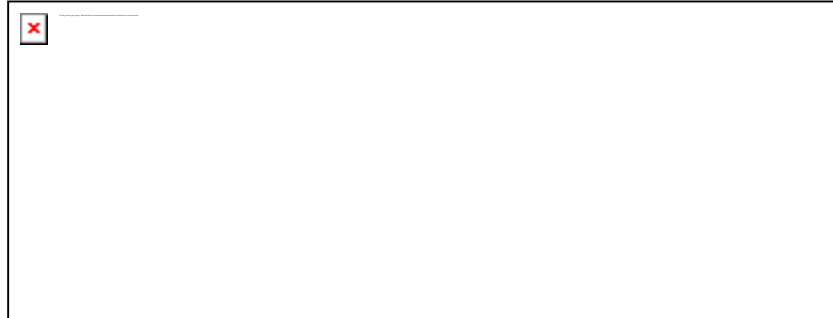
[Unsubscribe](#)



---

**From:** ZetX Support <trax@zetx.com>  
**Sent:** Monday, March 26, 2018 12:26 PM  
**To:** Cogliandro, Cody (DAO)  
**Subject:** Time Zone Issue in Some Sprint CDRs

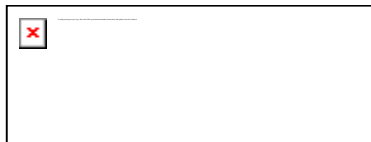
Email not displaying correctly? [View it](#) in your browser.



It was brought to our attention today that some of Sprints CDR's that fall between 02/04/2018 - 02/28/2018 are possibly in GMT instead of being provided in Market Time. Sprint's Voice usage is typically provided in Market Time which means the time zone for that call is based on the location of the Switch that was used to route the call. The SMS usage can either be in Central or GMT, and we already have TraX setup to convert these to your time zone accordingly. Per Sprint's documentation some of the records during 02/04/2018 - 02/28/2018 are being provided in GMT due to storage upgrades that they were completing during this time. Unfortunately there is no indication in the records themselves which calls / SMS message have been effected and Sprint may not be able to confirm which calls / SMS messages during this time frame are in GMT or Market Time.

If there are critical calls during this time frame and you need to verify which time zone the the records are in we suggest getting the records of the other caller to compare and validate against. If you do find that the Sprint records are in GMT send us an email to [support@zetx.com](mailto:support@zetx.com) and include the Target Number and call(s) that need to be converted to your time zone and we can re-process the records to convert the call(s) properly.

For your reference you can download the Sprint Key to Understanding that includes this info [here](#), the notice will be on the top of page 3. Please reply back to this email or send an email to [support@zetx.com](mailto:support@zetx.com) if you have any questions.

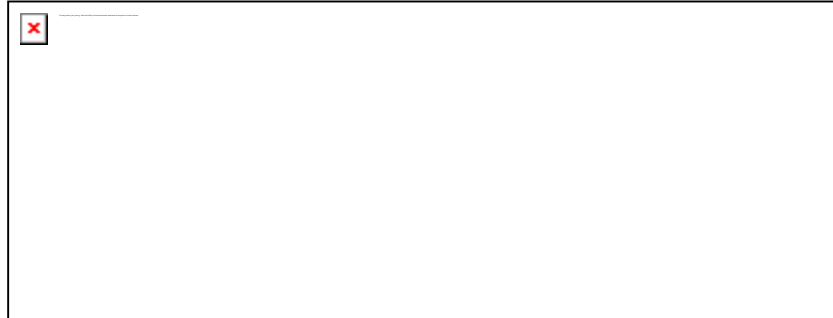


ZetX Support  
1900 W. Chandler Blvd. STE 15-226  
Chandler, AZ 85224

[Unsubscribe](#)

**From:** ZetX Support <trax@zetx.com>  
**Sent:** Friday, August 24, 2018 9:54 AM  
**To:** Cogliandro, Cody (DAO)  
**Subject:** TraX August 2018 Updates

Email not displaying correctly? [View it](#) in your browser.



## **New Features in TraX:**

### **Tower Scanner Mapping**

We have added a new section in TraX for mapping exports from our Tower Scanner. This will automate the process of mapping the tower scanner results for instant access to your data. We will be putting together a step by step walk through on how to export the data from the scanner, as well as how to interpret the resulting maps that are generated in TraX. If you have borrowed our scanner in the past and are waiting on your Google Earth maps, we will be getting all of the previous scans exported and mapped within the next 2-3 weeks. If you are interested in borrowing or purchasing a tower scanner, please reach out to [sales@zetx.com](mailto:sales@zetx.com). We will be updating the Tower Scanner page with additional information as it becomes available.

### **TraX Live 2.0**

A newly enhanced TraX Live – is now live! We have made the process of tracking live pings easier, and faster. The new interactive Live UI allows multiple devices to be assigned to multiple sessions all at once. Along with easier session creation, the revamped Session Details page allows you to Add/Remove devices, assign differentiating colors to each device, and get instant download access to our new Live Link KML, as well as Historical Ping KML download. The Live Link KML allows you to utilize Google Earth to view all of the incoming & previous location pings all at once, all automatically. Also, download an up-to-date (as of the last received location ping) Historical KML to view all of the Location pings for review. A guide on how to use the



new TraX Live is available in our >> [Help page](#) << and if you need any additional support, contact [support@zetx.com](mailto:support@zetx.com)

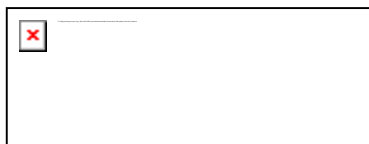
## Important Information:

### Sprint Text Message Time Zone Issues

We have received reports of inconsistencies with the time zones that are used for Sprints Text Message(SMS) records. Per Sprint's documentation: "As of 06/04/2018, text message time stamps are in GMT. Please be advised that between 06/01/2017 and 05/31/2018, text message time stamps may be in GMT if the NEID is in the range 540-559 or, Central time zone for all others. From October 12, 2010 through May of 2017 text message time stamps were kept in Central time zone." however we have found instances where the SMS records are being provided in Central time after 06/04/2018. We received updated information this morning that Sprint may be going back to storing all of their SMS records in Central Time. If the Text Message time stamps are critical to your investigation we can try to assist you in confirming the time zone for these records. Please reach out to [support@zetx.com](mailto:support@zetx.com) and we can let you know what info we would need to try and confirm the time zone.

We will continue to convert the Text Message time stamps per the information from Sprint's guide that is quoted above. If we find that the Text Messages are in Central we can re-process the records on our end to convert the time stamps properly. We will update TraX as soon as we receive more information from Sprint regarding the Text Message time stamps to ensure that all of your data is processed as accurately as possible.

Please reach out to us at [support@zetx.com](mailto:support@zetx.com) if you have any questions or feedback.



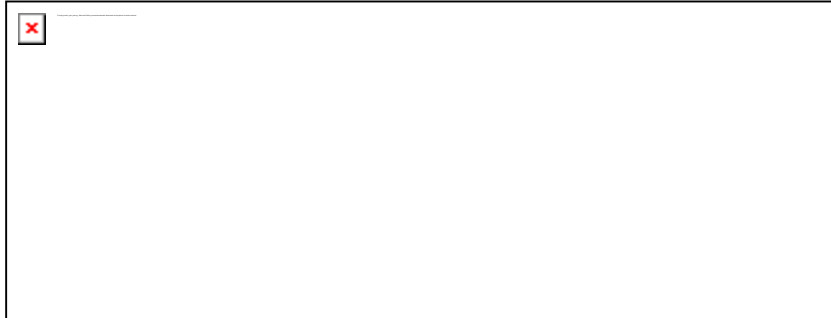
ZetX Support  
1900 W. Chandler Blvd. STE 15-226  
Chandler, AZ 85224

[Unsubscribe](#)

---

**From:** ZetX Support <trax@zetx.com>  
**Sent:** Friday, December 21, 2018 10:59 AM  
**To:** Cogliandro, Cody (DAO)  
**Subject:** TraX December 2018 Updates

Email not displaying correctly? [View it](#) in your browser.



## Google GeoFence Warrant

We recently sent out an email letting all of our TraX users know that we updated our Google GeoFence Template in TraX. After the update we found that the template was not setup for most State or Local agencies and we just finished correcting this on our end, the Google GeoFence template is ready to go in TraX now. We apologize for any confusion this caused, here is a link to the Google GeoFence warrant page if you would like to request a new copy of our

template: <https://trax.zetx.com/googlegeowarrant/new> Based on the information we have received, this is the only format that Google will accept for their Geo Fence requests. Please let us know if you have any questions on this.

## Combined LinX Reports

By popular demand we have added a new feature in our LinX reports section that will allow you to combine the data from multiple LinX sessions into one set of reports. This new feature will allow you to take the data from multiple files (For example Verizon) and combine them all into one session so that the reports reflect ALL of the targets usage instead of only the usage from one of the files. This will also allow you to combine reports for multiple target numbers, for example if your suspect had 3 different phones you can now combine all of that usage into one set of LinX reports to view their analytics. Some of the reports, such as the Common Calls Report and Proximity report will not work with the Combined Sessions, however you can still run these reports with the individual files / sessions in LinX. You can see the new Combined Report button on the top of the [LinX Reports Page](#):



From everyone here at ZetX we hope you all have a great Holiday and a Happy New

Year!

Please let us know if you have any questions by replying back to this email or reaching out to us at [support@zetx.com](mailto:support@zetx.com).



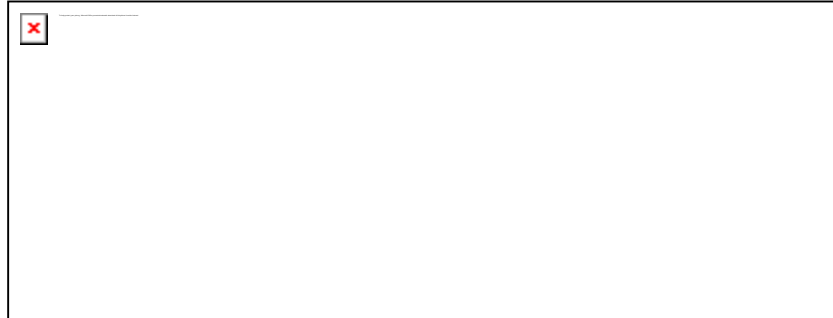
ZetX Support  
1900 W. Chandler Blvd. STE 15-226  
Chandler, AZ 85224

[Unsubscribe](#)

---

**From:** ZetX Support <trax@zetx.com>  
**Sent:** Tuesday, December 04, 2018 9:18 AM  
**To:** Tuttle,Caleb (DAO)  
**Subject:** TraX Website Refresh

Email not displaying correctly? [View it](#) in your browser.



TraX has a new look! We are always looking for better, more efficient ways for our users to get the most out of their TraX Suite experience.

We have updated the look & feel of TraX with new colors, fonts, and buttons. From the landing page to the way you process records, options are cleaner, easier to navigate and more user friendly.

**New Navigation** - We have streamlined our navigation system by slimming down the amount of options that our users have informed us can be overwhelming. From more than fifteen menu choices down to six, you will find everything you need to solve the case quickly!

**Other Enhancements** - A wider view! We have removed the bulky side menu, which took up a lot of valuable space, the new view give you more of the data you want to see easier. We have also combined areas, for example: Tower Map & Tower Lookup are now easily accessible from the same page. TraX Downloads & LinX Report information tables are now slimmer, and easier to read.

We value our user feedback and continuously try to find new ways to improve the experience for our users.

**ZetX Tip:** To make sure you're benefiting from our new look, make sure you clear your browsers cache and refresh the TraX page.

For further assistance with TraX, or any additional questions - Please reach out to [support@zetx.com](mailto:support@zetx.com)



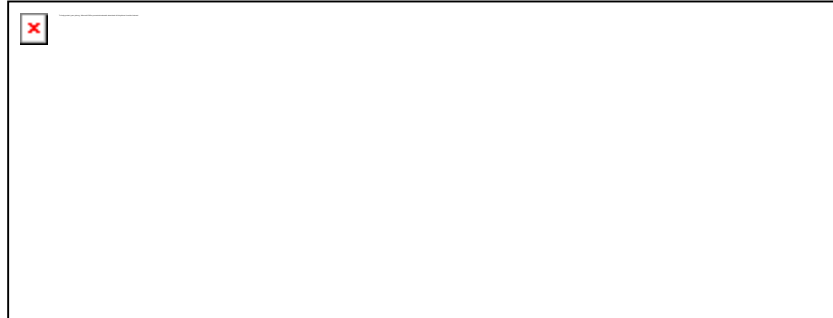
ZetX Support  
1900 W. Chandler Blvd. STE 15-226  
Chandler, AZ 85224

[Unsubscribe](#)

---

**From:** ZetX Support <trax@zetx.com>  
**Sent:** Tuesday, December 04, 2018 9:17 AM  
**To:** Cogliandro, Cody (DAO)  
**Subject:** TraX Website Refresh

Email not displaying correctly? [View it](#) in your browser.



TraX has a new look! We are always looking for better, more efficient ways for our users to get the most out of their TraX Suite experience.

We have updated the look & feel of TraX with new colors, fonts, and buttons. From the landing page to the way you process records, options are cleaner, easier to navigate and more user friendly.

**New Navigation** - We have streamlined our navigation system by slimming down the amount of options that our users have informed us can be overwhelming. From more than fifteen menu choices down to six, you will find everything you need to solve the case quickly!

**Other Enhancements** - A wider view! We have removed the bulky side menu, which took up a lot of valuable space, the new view give you more of the data you want to see easier. We have also combined areas, for example: Tower Map & Tower Lookup are now easily accessible from the same page. TraX Downloads & LinX Report information tables are now slimmer, and easier to read.

We value our user feedback and continuously try to find new ways to improve the experience for our users.

**ZetX Tip:** To make sure you're benefiting from our new look, make sure you clear your browsers cache and refresh the TraX page.

For further assistance with TraX, or any additional questions - Please reach out to [support@zetx.com](mailto:support@zetx.com)



ZetX Support  
1900 W. Chandler Blvd. STE 15-226  
Chandler, AZ 85224

[Unsubscribe](#)



---

**From:** mobile-device-forensics-and-analysis@googlegroups.com on behalf of Keith Drozd <draugrs74@gmail.com>  
**Sent:** Tuesday, October 31, 2017 8:45 AM  
**To:** Mobile Device Forensics and Analysis  
**Subject:** ZETX Advancing Justice - Carrier Search Warrants Made Easy

Ok here is the link you will need to find the search warrant portion of the ZETX website:

<https://phonelookup.zetx.com/>

This link will take you to a page that requires name and email address as follows:



I always use Detective Keith Drozd and my work email address. I would recommend you use your designated title, name, and work email address. Then click the Enter button.

You will then go to the phone number entry page as follows:



You should enter the 10 digit phone number (area code + phone number) and under reference ID I always put my case number. Then click the Lookup button.

This should take you to the lookup results page as follows (I used my work cellular for this example):



This shows you who is the current carrier for the number. Verizon info gives you the carriers current retention and available data. Legal demand is the predefined search warrant you can fill out using that particular companies verbiage. There is also a preservation letter option. It definitely makes writing the cellular device search warrant much easier for Carrier records plus it is FREE!

--

You received this message because you are subscribed to the Google Groups "Mobile Device Forensics and Analysis" group.

To unsubscribe from this group and stop receiving emails from it, send an email to [mobile-device-forensics-and-analysis+unsubscribe@googlegroups.com](mailto:mobile-device-forensics-and-analysis+unsubscribe@googlegroups.com).

To post to this group, send email to [mobile-device-forensics-and-analysis@googlegroups.com](mailto:mobile-device-forensics-and-analysis@googlegroups.com).

Visit this group at <https://groups.google.com/group/mobile-device-forensics-and-analysis>.

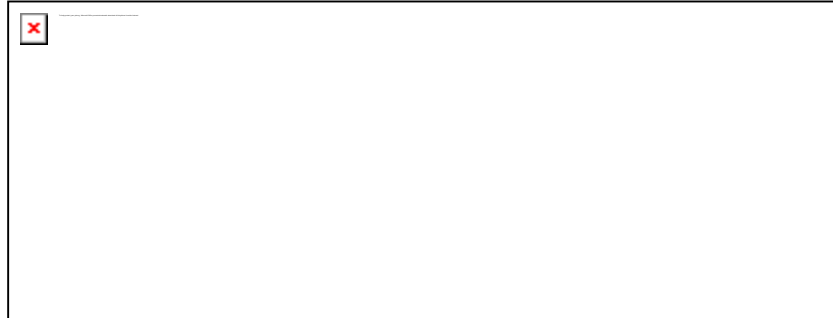
To view this discussion on the web visit <https://groups.google.com/d/msgid/mobile-device-forensics-and-analysis/e7eb4233-30f4-4c5a-8e59-ae8c2646d151%40googlegroups.com>.

For more options, visit <https://groups.google.com/d/optout>.

---

**From:** ZetX Support <trax@zetx.com>  
**Sent:** Friday, October 26, 2018 3:08 PM  
**To:** Tuttle,Caleb (DAO)  
**Subject:** ZetX.com Temporary Outage

Email not displaying correctly? [View it](#) in your browser.



It was brought to our attention that our main website, zetx.com is currently down and showing a "Page Not Found" error. After looking into this further we found out that our web host is in the process of making updates on their end which is unfortunately causing zetx.com to be down at the moment. While our main page is down, all of our products are still up and running. Please use the links below to access our products while our hosting provider resolves the issue on their end. The main page should be back up within the next few hours but it may take 24-48 hours at the most. The services below are not effected by these issues:

TraX - <https://trax.zetx.com>  
Phone Lookup - <https://phonelookup.zetx.com>

Please let us know if you have any questions by replying back to this email or reaching out to us at [support@zetx.com](mailto:support@zetx.com).



ZetX Support  
1900 W. Chandler Blvd. STE 15-226  
Chandler, AZ 85224

[Unsubscribe](#)



---

**From:** Kari Montano <Kari.Montano@zetx.com>  
**Sent:** Thursday, August 30, 2018 1:12 PM  
**To:** Haselbach, Colin  
**Subject:** ZetX Training, New Class Locations!

Email not displaying correctly? [View it](#) in your browser.



Good afternoon,

A quick notice of newly scheduled Criminal Investigations Using Cellular Technologies  
40 Hr Basic classes:

Oct: Rochester, NY	(Hosted by Rochester Police Department)
Dec: Miami, FL	(Hosted by Miami-Dade Police Department)
Jan: Baton Rouge, LA	(Hosted by LA State Police)
Feb: Jacksonville, FL	(Hosted by Jacksonville Sheriff's Office)
March: Anderson, SC	(Hosted by Anderson Police Department)
May: Bellevue, WA	(Hosted by WA State Patrol)
June: Colorado Springs, CO	(Hosted by Colorado Springs Police Department)

SME Classes:

March: Orange, CA

Registration can be found on our website, [www.zetx.com](http://www.zetx.com).

The 40 Hour Basic cell phone investigations course is open to any sworn investigator or crime analyst who wants to learn about or advance their proficiency analyzing call detail records.

This course allows motivated investigators to understand the evidentiary value of cell phone investigations as they relate to call detail records. The class syllabus incorporates several case studies attendees will investigate using CDR's from each major provider.

The case study workshops in this cell phone investigations class allow students to experience the process of investigating call detail records from beginning to end by mapping them with or without the use of an automated system, ensuring a final product they feel confident testifying to in court. This course is always evolving, sometimes from one class to the next, to keep up with the ever changing world of cellular technology.

The 40 Hour Basic cell phone investigations course has an extreme focus on best investigative practices and is a pre-requisite to the ZetX cell phone investigations Subject Matter Expert Certification Course.

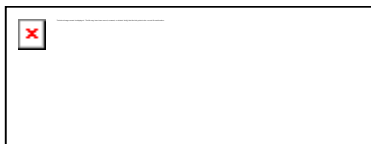
Students are required to bring laptops installed with Microsoft Excel and Google Earth. Students will be required to work with call detail records and geolocation information throughout the course. It is encouraged for students to review these applications and have basic understanding of them, prior to class. This course is designed to use

lecture, case studies, and practical workshops to demonstrate and teach techniques. Registration is \$700/attendee. SME class is \$850/attendee.

Feel free to contact me with any questions!

Kari Montano  
Administrative Assistant  
Direct Line: 480-378-6823  
1900 W. Chandler Blvd Ste 15-226  
Chandler, AZ 85224

---



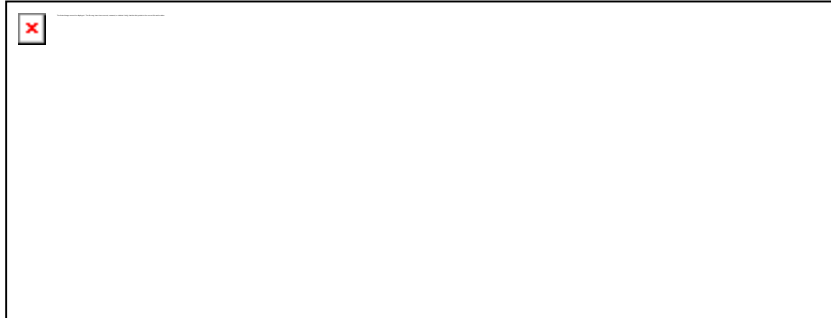
ZetX Support  
1900 W. Chandler Blvd. STE 15-226  
Chandler, AZ 85224

[Unsubscribe](#)

---

**From:** Kari Montano <Kari.Montano@zetx.com>  
**Sent:** Thursday, August 30, 2018 1:11 PM  
**To:** Torres, Abraham  
**Subject:** ZetX Training, New Class Locations!

Email not displaying correctly? [View it](#) in your browser.



Good afternoon,

A quick notice of newly scheduled Criminal Investigations Using Cellular Technologies  
40 Hr Basic classes:

Oct: Rochester, NY	(Hosted by Rochester Police Department)
Dec: Miami, FL	(Hosted by Miami-Dade Police Department)
Jan: Baton Rouge, LA	(Hosted by LA State Police)
Feb: Jacksonville, FL	(Hosted by Jacksonville Sheriff's Office)
March: Anderson, SC	(Hosted by Anderson Police Department)
May: Bellevue, WA	(Hosted by WA State Patrol)
June: Colorado Springs, CO	(Hosted by Colorado Springs Police Department)

SME Classes:

March: Orange, CA

Registration can be found on our website, [www.zetx.com](http://www.zetx.com).

The 40 Hour Basic cell phone investigations course is open to any sworn investigator or crime analyst who wants to learn about or advance their proficiency analyzing call detail records.

This course allows motivated investigators to understand the evidentiary value of cell phone investigations as they relate to call detail records. The class syllabus incorporates several case studies attendees will investigate using CDR's from each major provider.

The case study workshops in this cell phone investigations class allow students to experience the process of investigating call detail records from beginning to end by mapping them with or without the use of an automated system, ensuring a final product they feel confident testifying to in court. This course is always evolving, sometimes from one class to the next, to keep up with the ever changing world of cellular technology.

The 40 Hour Basic cell phone investigations course has an extreme focus on best investigative practices and is a pre-requisite to the ZetX cell phone investigations Subject Matter Expert Certification Course.

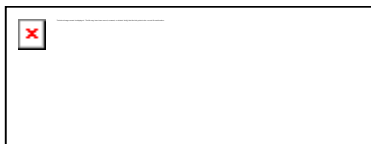
Students are required to bring laptops installed with Microsoft Excel and Google Earth. Students will be required to work with call detail records and geolocation information throughout the course. It is encouraged for students to review these applications and have basic understanding of them, prior to class. This course is designed to use

lecture, case studies, and practical workshops to demonstrate and teach techniques. Registration is \$700/attendee. SME class is \$850/attendee.

Feel free to contact me with any questions!

Kari Montano  
Administrative Assistant  
Direct Line: 480-378-6823  
1900 W. Chandler Blvd Ste 15-226  
Chandler, AZ 85224

---



ZetX Support  
1900 W. Chandler Blvd. STE 15-226  
Chandler, AZ 85224

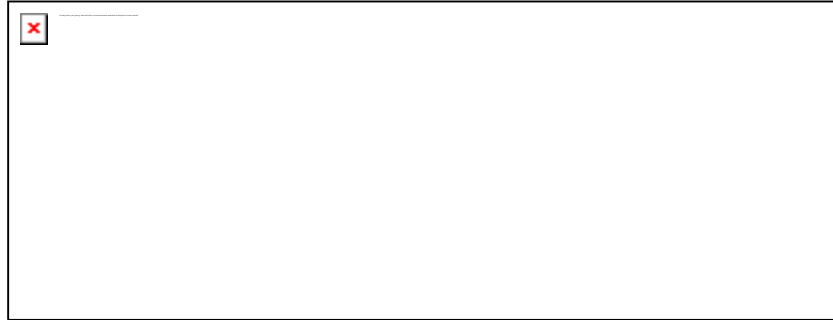
[Unsubscribe](#)



---

**From:** Kari Montano <Kari.Montano@zetx.com>  
**Sent:** Thursday, January 24, 2019 1:02 PM  
**To:** Torres, Abraham  
**Subject:** ZetX Training, New Fugitive Course and Locations!

Email not displaying correctly? [View it](#) in your browser.



### ZETX TRAINING CALENDAR

#### CRIMINAL INVESTIGATIONS USING CELLULAR TECHNOLOGIES TRAINING AND \*\*NEW\*\* FUGITIVE MISSION PLANNING COURSE NOW OFFERED

March: Anderson, SC  
April: Orange, CA \*FUGITIVE COURSE  
May: Bellevue, WA  
June: Colorado Springs, CO  
June: Ashburn, VA \*FUGITIVE COURSE  
July: Missoula, MT  
August: Shawnee, KS  
September: Columbus, OH  
October: Franklin, MA  
November: Las Vegas, NV

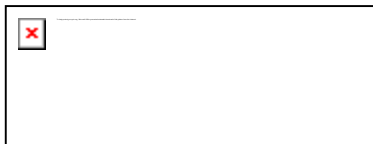
#### Subject Matter Expert Certification Classes:

March: Orange, CA  
August: Cary, NC  
December: Palm Beach, FL

Registration and class information can be found on our website, [www.zetx.com](http://www.zetx.com).

Feel free to contact me with any questions!

Kari Montano  
Administrative Assistant  
Direct Line: 480-378-6823  
1900 W. Chandler Blvd Ste 15-226



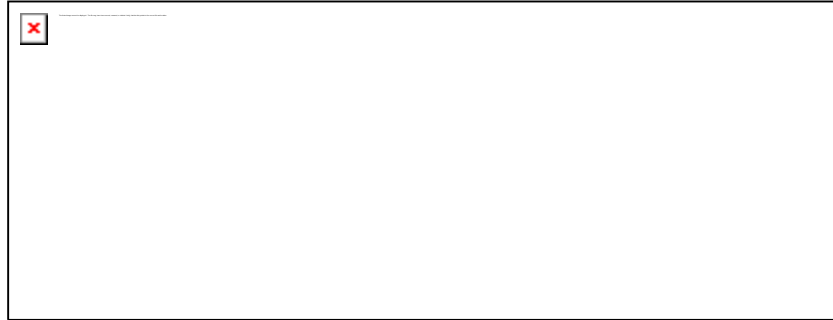
ZetX Support  
1900 W. Chandler Blvd. STE 15-226  
Chandler, AZ 85224

[Unsubscribe](#)

---

**From:** Kari Montano <Kari.Montano@zetx.com>  
**Sent:** Thursday, January 24, 2019 1:01 PM  
**To:** Munoz, Edward  
**Subject:** ZetX Training, New Fugitive Course and Locations!

Email not displaying correctly? [View it](#) in your browser.



### ZETX TRAINING CALENDAR

#### CRIMINAL INVESTIGATIONS USING CELLULAR TECHNOLOGIES TRAINING AND \*\*NEW\*\* FUGITIVE MISSION PLANNING COURSE NOW OFFERED

March: Anderson, SC  
April: Orange, CA \*FUGITIVE COURSE  
May: Bellevue, WA  
June: Colorado Springs, CO  
June: Ashburn, VA \*FUGITIVE COURSE  
July: Missoula, MT  
August: Shawnee, KS  
September: Columbus, OH  
October: Franklin, MA  
November: Las Vegas, NV

#### Subject Matter Expert Certification Classes:

March: Orange, CA  
August: Cary, NC  
December: Palm Beach, FL

Registration and class information can be found on our website, [www.zetx.com](http://www.zetx.com).

Feel free to contact me with any questions!

Kari Montano  
Administrative Assistant  
Direct Line: 480-378-6823  
1900 W. Chandler Blvd Ste 15-226



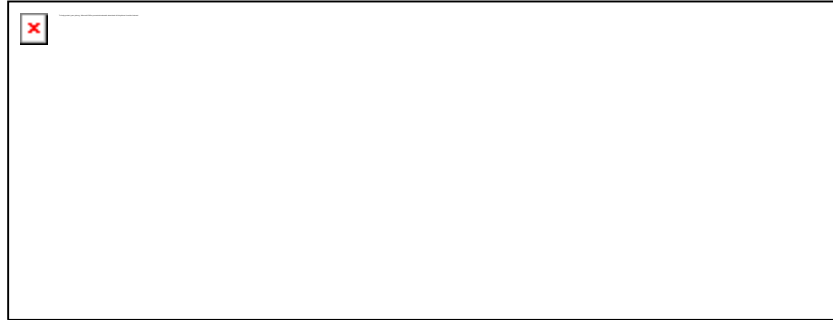
ZetX Support  
1900 W. Chandler Blvd. STE 15-226  
Chandler, AZ 85224

[Unsubscribe](#)

---

**From:** Kari Montano <Kari.Montano@zetx.com>  
**Sent:** Thursday, January 24, 2019 1:01 PM  
**To:** Haselbach, Colin  
**Subject:** ZetX Training, New Fugitive Course and Locations!

Email not displaying correctly? [View it](#) in your browser.



### ZETX TRAINING CALENDAR

#### CRIMINAL INVESTIGATIONS USING CELLULAR TECHNOLOGIES TRAINING AND \*\*NEW\*\* FUGITIVE MISSION PLANNING COURSE NOW OFFERED

March: Anderson, SC  
April: Orange, CA \*FUGITIVE COURSE  
May: Bellevue, WA  
June: Colorado Springs, CO  
June: Ashburn, VA \*FUGITIVE COURSE  
July: Missoula, MT  
August: Shawnee, KS  
September: Columbus, OH  
October: Franklin, MA  
November: Las Vegas, NV

#### Subject Matter Expert Certification Classes:

March: Orange, CA  
August: Cary, NC  
December: Palm Beach, FL

Registration and class information can be found on our website, [www.zetx.com](http://www.zetx.com).

Feel free to contact me with any questions!

Kari Montano  
Administrative Assistant  
Direct Line: 480-378-6823  
1900 W. Chandler Blvd Ste 15-226



ZetX Support  
1900 W. Chandler Blvd. STE 15-226  
Chandler, AZ 85224

[Unsubscribe](#)

---

**From:** Kari Montano <Kari.Montano@zetx.com>  
**Sent:** Tuesday, January 23, 2018 11:27 AM  
**To:** Ecdao, Angelica  
**Subject:** ZetX Criminal Investigations Using Cellular Technologies Training

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Email not displaying correctly? [View it](#) in your browser.



Good afternoon,  
A quick notice of newly scheduled Criminal Investigations Using Cellular Technologies classes:  
March: Richfield, OH  
April: Beaumont, TX  
Orlando, FL  
June: Indianapolis, IN  
North Scituate, RI  
July: Scottsdale, AZ  
Oct: Yorktown, VA

SME Classes:  
May: Franklin, MA  
November: Tempe, AZ

8 Hour class:  
February: Richfield, OH  
\$75.00

Registration can be found on our website, [www.zetx.com](http://www.zetx.com).

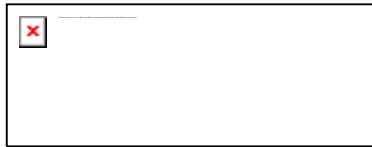
The 40 Hour Basic cell phone investigations course is open to any sworn investigator or crime analyst who wants to learn about or advance their proficiency analyzing call detail records. This course allows motivated investigators to understand the evidentiary value of cell phone investigations as they relate to call detail records. The class syllabus incorporates several case studies attendees will investigate using CDR's from each major provider. The case study workshops in this cell phone investigations class allow students to experience the process of investigating call detail records from beginning to end by mapping them with or without the use of an automated system, ensuring a final product they feel confident testifying to in court. This course is always evolving, sometimes from one class to the next, to keep up with the ever changing world of cellular technology. The 40 Hour Basic cell phone investigations course has an extreme focus on best investigative practices and is a pre-requisite to the ZetX cell phone investigations Subject Matter Expert Certification Course. Students are required to bring laptops installed with Microsoft Excel and Google Earth. Students will be required to work with call detail records and geolocation information throughout the

course. It is encouraged for students to review these applications and have basic understanding of them, prior to class. This course is designed to use lecture, case studies, and practical workshops to demonstrate and teach techniques. Registration is \$700/attendee. SME class is \$850/attendee.

Feel free to contact me with any questions!

Kari Montano  
Administrative Assistant  
Direct Line: 480-378-6823  
1900 W. Chandler Blvd Ste 15-226  
Chandler, AZ 85224

---



ZetX Support  
1900 W. Chandler Blvd. STE 15-226  
Chandler, AZ 85224

[Unsubscribe](#)